

# VOLUNTEER INFORMATION SHEET

## Summer 2019                      June 21 – August 31

Please **KEEP** this sheet and **RETURN** your completed application.

**Weekly Program Volunteers** (commitment of at least 2-3 hours per week for four weeks; weeks need not be consecutive)

- Responsibilities include: preparing and setting out supplies; greeting participants and making nametags; assisting the instructor and children during the program; cleaning up after the program.
- Program volunteers must be comfortable working hands-on with young children in a lively environment.

**One-time Program Volunteers** (large, one-time events like the kickoff and final parties; commitment of 2-3 hours)

- We need various people to do one or more of the following: setup; cleanup; supervising activities/crafts. Applicants for this must be able to work independently in a high-energy environment with children and adults. Some physical labor required.
- Science in the Summer (two consecutive days; *must* be available 9:30-4:30 Wednesday, July 31 and Thursday, August 1). We will receive separate information and applications from the SITS administrators in May. Applicants for this position **MUST** be at least age 15 by July 1, 2019.

**Reading Club Table Volunteers** (commitment of at least 2-3 hours/week for four weeks, need not be consecutive)

- Responsibilities include: registering and assisting readers with the club process; giving out prizes and raffle tickets; talking to participants about what they're reading. During quiet shifts, other tasks may be assigned.
- Applicants for this must be accurate, personable, friendly, and comfortable interacting with children of all ages and their parents/caregivers.
- Preference will be given to those who are available during busy shifts (before and after programs; evenings; weekends).

**Shelving Volunteers** (mandatory training session required before scheduling shifts; commitment of at least 2-3 hours/week for four weeks, need not be consecutive)

- Responsibilities include but are not always limited to: shelving books and media; putting items in order; pulling books for withdrawal/displays/programs/interlibrary loan; straightening shelves and displays.
- Applicants for this must be *extremely* detail-oriented, methodical, and able to work independently.
- New applicants will be asked to complete a written shelving test once training is complete.

**Circulation Volunteers** (mandatory training session required before scheduling shifts; commitment of at least 2-3 hours/week for four weeks, need not be consecutive)

- Responsibilities include but are not always limited to: emptying the outside and inside book drops; checking in books; sorting books for shelving; taking carts upstairs/downstairs, and assisting the staff member at the checkout desk.
- Just as we expect of our paid circulation desk staff, circulation volunteers will also be responsible for basic help at the Reading Club table when no RC volunteer is present.
- Because of the extended responsibilities and maturity involved with working at the desk, applicants for this position **MUST** be age at least age 15 by June 1, 2019, and preference for circulation volunteering shifts will be given to experienced and/or older volunteers.

## FAQs ABOUT VOLUNTEERING

### What are the expectations of volunteers?

- Show up on time for all shifts to which you have committed. If you will be late or absent, contact us ASAP. This can be done by emailing Michele (mbolay@ccls.org) if you are giving more than 48 hours' notice, or by calling the Children's desk (610.688.7092 x210) if you are giving less than 48 hours' notice.
- Volunteers should always be wearing a "VOLUNTEER" lanyard when they are on duty. Not every job requires constant interaction with library patrons, but we are all representatives of the library when we are "out on the floor." Please be cordial and simply explain that you are a volunteer and will be happy to direct the patron to the nearest staff member if necessary.
- Just like all staff positions, ALL volunteer jobs require patron contact at some point. Therefore, we ask that you please put your electronic devices away, even when it is quiet. Books, magazines, drawing, or homework are okay at the Reading Club table when it is quiet and we have no projects for you to work on, but we find that having volunteers focused on electronic devices puts a distance between them and the people whom they are here to assist. If you need to text someone to pick you up, that's fine, but otherwise your device should be put in a safe place.
- Ask questions! Unless you absolutely know an answer, please ask a staff member. You are not bothering us; it's our job. We would MUCH rather have you ask us than give incorrect information to a patron or fellow volunteer.
- Be proactive! If you finish a task that you were assigned but your shift isn't over, ask what else needs to be done. If you're working at the Reading Club table and it's quiet, or at the Circulation Desk and you've finished checking in and sorting materials, ask if there's anything you can work on while you sit there.

### What are the benefits of volunteering?

- Real-world work experience. We expect a lot of our volunteers because we believe you are capable of doing great things!
- Volunteering, especially the kind that involves training and a firm commitment, is something that recruiters and admissions officers look for on college applications.
- Familiarity with how a public library is set up. Knowing the Dewey Decimal System and the online resources available through the library system is a shortcut to finding the research materials you'll need for school.
- A pleasant and friendly volunteer experience. We value our volunteers and try to match each with the ideal tasks for his/her personality, experience, interests, and schedule.
- Free rentals throughout the summer. Once you have passed the probationary period (training + your first volunteer shift), your library card will be upgraded to "VOLUNTEER" status for the summer. You must have your own library card (in your name) to take advantage of this perk.

### Why do you ask for a commitment of at least four weeks?

Most of our volunteer jobs require training by staff members, and in some cases the training can be extensive. Time spent training volunteers is an investment in them, so we realize its value, but it's also time that cannot be spent on other necessary tasks. We feel that the outcome should be worth the investment of time on both sides: ours *and* yours.

### Why can't you accept everyone who wishes to volunteer?

As stated before, time spent training volunteers is an investment in them, so we realize its value, but it's also time that cannot be spent on other necessary tasks. If your schedule and interests fit our needs, we are happy to include you. However, if they do not we may not be able to find a place for you this summer but we encourage you to submit an application for the school year.

### Why do I have to be at least 15 to work at the Circulation Desk?

There are mistakes that could be made during the checkin process that would potentially lead to fines, fees, and lost materials. Because of the heightened responsibility involved with this job, we feel that anyone working behind the desk should have a little more maturity and experience, and should be at least as old as our youngest paid employees.

### Why do I have to be at least 15 to volunteer for Science in the Summer?

SITS is administered by an outside committee. They prefer adult volunteers, but they are willing to accept students ages 15+.

### Will you be keeping track of my volunteer hours?

Yes! At the end of the summer a thank-you letter that includes your total volunteer hours will be mailed to you. If you need us to sign a separate letter or form filled out for a specific organization, we are also happy to do that upon request.

### What if I can't fulfill my volunteer hours?

If you have a conflict of which we were not previously aware (you are ill or have a family emergency), please let us know as soon as possible by emailing me or calling the department and leaving a message. However, if something comes up that will prevent you from keeping your volunteer commitment for the span of several shifts, such as a newly-scheduled vacation or camp, we may have to reevaluate your volunteer status. We count on our volunteers to be here, and it is a hardship on the staff and other volunteers when someone is absent.