



# Volunteer Handbook

Baker County ~~Public~~ Library District  
2400 Resort Street  
Baker City, OR 97814

**Main Branch Hours:**

Monday 9am-7pm  
Tuesday 9am-7pm  
Wednesday 9am-7pm  
Thursday 9am-7pm  
Friday 9am-6pm  
Saturday 10am-4pm  
Sunday 12pm—4pm  
Closed holidays

[www.bakerlib.org](http://www.bakerlib.org)

## Contact information

Name of volunteer: \_\_\_\_\_

Your staff ~~contacts~~supervisor: \_\_\_\_\_

Phone number: \_\_\_\_\_

Email: \_\_\_\_\_

Schedule: \_\_\_\_\_

Volunteer Coordinator: Sylvia Bowers, [mags@bakerlib.org](mailto:mags@bakerlib.org)  
Library Director: Perry Stokes, [director@bakerlib.org](mailto:director@bakerlib.org)  
Manager of Circulation & Operations: Heather Spry, [hspry@bakerlib.org](mailto:hspry@bakerlib.org)

## WELCOME TO BAKER COUNTY LIBRARY DISTRICT!

The Baker County Library District (BCLD) staff welcome you to our team and would like to thank you for selecting the library as a place to share your time, energy, and talents. We aim to provide you with a rewarding volunteer experience that allows you to use your skills to benefit patrons and enhance library services.

### Thank you and welcome!

- We welcome volunteers age ~~13~~12 and older, matching skills to appropriate opportunities as available.
- We welcome people of all cultures, backgrounds, and skills.
- We have opportunities for groups and for individuals.

We're confident that your volunteer experience with BCLD will be pleasant and rewarding. You'll receive:

- Orientation to the district and your library
- Safety information as needed
- Training for your position

We hope this handbook will answer most of your questions about the library and our expectations for volunteers. If you have any questions, please call our volunteer coordinator at 541-523-6419 or email [mags@bakerlib.org](mailto:mags@bakerlib.org).

### What you can expect from us

- Your staff ~~contact supervisor~~ or ~~volunteer coordinator~~task coordinator can help you with anything about your volunteer position or the library in general.
- If differences come up that aren't resolved with your library staff or task coordinator, please contact the Library Director or Manager of Circulation & Operations at 541-523-6419.
- We provide training and support for each volunteer position. Applicants will be matched with open positions based on need, skills, interests, and availability.
- We keep a record of your hours worked for up to seven years and can verify hours worked with prospective employers and colleges or schools.
- ~~If differences come up that aren't resolved with your library staff contact, please contact the Library Director or Manager of Circulation & Operations at 541-523-6419.~~
- All library volunteers are treated with respect. We value everyone's contribution and service to our libraries and community.
- You'll be invited to our annual Volunteer Appreciation Party, ~~with drawings for gift items and gifts of appreciation available~~an expression of our sincere gratitude for your generous gift of time.

## What we expect from you

- Share our commitment to excellence and service. You're an important part of how we deliver our library services to the community.
- Be prompt.
- Communicate clearly.
  - If you'll be late for your schedule or unable to report for your volunteer shift, call or email your library contact or the volunteer coordinator as soon as possible. We appreciate a day's notice except in the case of an emergency.
  - Please let your library staff ~~contact supervisor~~ or the volunteer coordinator know if you would like to change duties or schedule. We can't guarantee that we'll have another opening, but we'll do our best to match everyone to positions of interest.
  - Please notify your library contact or the volunteer coordinator of any change of address, telephone number, or name so our records stay current.
  - We'll provide a log sheet for you to record your volunteer hours. The Volunteer Binder with the time report log will be kept at the Shipping/Receiving desk at the Baker Library, or other designated spot depending on where you are regularly volunteering.
  - ~~Please notify your library contact or the volunteer coordinator of any change of address, telephone number, or name so our records stay current.~~
  - After training, know your own duties and how to do them promptly, correctly, and pleasantly. But know that questions are always welcome. Report concerns or positive feedback to staff. This applies to safety or behavior issues that you notice, or positive comments you hear.
- Be respectful and responsible.

~~Work positively together with staff, patrons, and other volunteers. Be respectful and courteous to everyone at all times, maintain a good team attitude, communicate positively with others, and follow up on requests and questions. Treat staff, patrons, and fellow volunteers with courtesy. Maintain a positive team attitude, demonstrate professionalism, and follow through on requests or questions.~~

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## Library policies: What you need to know

District volunteers are bound by the rules contained in the District's Volunteer Handbook and all other District policies and guidelines. Particular emphasis will be placed on those policies and guidelines that relate to patron privacy and confidentiality. Volunteers are recognized by the public and the District as representatives of the District; therefore, they will be guided by the same work and behavior policies as regular District employees. Volunteers will be provided with, and are expected to follow, the District's ~~Employee Handbook~~Personnel Policy Manual provisions except for those provisions which specifically pertain to regular paid employees.

## **Library Mission**

Baker County Library District provides free public library service through books and other resources, for education, information and recreation to all residents of Baker County.

**All our policies can be found online** at <https://www.bakerlib.org/policies> .

**All patron information is confidential.** Library staff and volunteers never discuss or disclose to any outside person what materials an individual has borrowed or subjects they have requested information for. BCLD believes in intellectual freedom for its patrons of all ages.

## **Volunteering at the library**

### **Appearance and dress**

Volunteers represent the library while on duty, so it's important to have a neat and clean look. Dress comfortably and appropriately for the project you are helping with. If you'll be on your feet, be sure to wear comfortable shoes that protect toes against potential blunt or sharp trauma.

Since employees and visitors to our libraries may have sensitivities and/or allergic reactions to various fragrances, we try to keep our facilities as scent-free as possible.

### **Bad weather**

If the library doesn't open or needs to close early due to weather conditions, we will post it on our website ([www.bakerlib.org](http://www.bakerlib.org)) and social media pages. When in doubt, check the website or call the library before trying to come in. Even if we're open, we want you to be safe, so please call or email to cancel your shift if conditions in your area are not safe for transportation.

### **Break rooms & Temporary Storage of Personal Items**

To avoid disruption of workflow, please take work shift breaks in designated areas such as the staff lounge (break room) and not in staff workspaces. Our Baker ~~branch~~ library has a break room available for staff and volunteers to use immediately before, after, or during their work shift as needed. The kitchenette is equipped with microwave oven and refrigerator. The room provides space for temporary, unsecured storage for coats and personal belongings. Please consult with your staff contact supervisor or the volunteer task coordinator regarding accessing the break room equipmentsupplies or options for securely storing personal items. ~~All breaks will be taken outside the staff area of the library.~~

### **Cell phone usage**

Out of respect for ~~coworkers~~ others, we ask that you turn your cell phone ringer to vibrate when volunteering. When on a call, please move outside or to a designated area which will not disrupt the quiet library atmosphere. At libraries, we try to keep noise to a minimum for those who may be working or studying nearby.

### **Holidays**

The Baker Library will be closed on the following days:

- New Year's Day: January 1
- Martin Luther King, Jr., Day: Third Monday in January
- Presidents' Day: Third Monday in February
- Memorial Day: Last Monday in May
- Juneteenth: June 19
- Independence Day: July 4

- All-staff Training Day: Third Thursday in August (typically)
- Labor Day: First Monday in September
- Indigenous Peoples' Day/Columbus Day: Second Monday in October
- Veterans Day: November 11
- Thanksgiving Day: Fourth Thursday in November
- Native American Heritage Day: Fourth Friday in November After Thanksgiving Day
- Christmas Eve: Close 3pm
- Christmas Day: December 25
- New Year's Eve: Close 5pm

## **Insurance**

~~Volunteers are covered by District's Property, Liability, and Workers' Compensation Insurance policies.~~

## **Introductory period**

Your first 30 days as a volunteer at BCLD is an introductory period. During this time, you'll get to know fellow volunteers and library staff, learn the tasks involved in your position, and become familiar with our services. This period allows us to assess how well you fit the volunteer position, and for you to determine if the Library District meets your interests. If, during this time, you feel unsuited for the position, or if your performance doesn't meet the expectations outlined in the position description and this manual, we may release you from the volunteer position or offer you another position, if available. Please note that completing the introductory period does not guarantee continued volunteering for any specific length of time.

## **Parking**

Free parking is available in the staff parking at the south end of the building and along adjacent streets. You may also use the library's public parking lot on the north side of the property.

## **Patron questions**

If a patron asks for help beyond the scope of your assignment, please refer them to a staff member. You can answer directional questions - for example, if someone asks "Where are the restrooms?" it's fine to point them in that direction.

## **Safety**

At BCLD, ~~we always put safety first~~ safety for staff, volunteers, and visitors is our priority.

- We have an ~~in-house Safety Committee~~ active Safety Committee that oversees safety practices and procedures.
- ~~We also train our library staff for blood borne pathogen procedures and de-escalation techniques, and they are there to support the volunteers.~~ All staff receive training in **bloodborne pathogen procedures and de-escalation techniques.** They are available to support volunteers whenever needed.
- Each work area has a stocked first aid kit available for staff and volunteers.

## **Volunteer badge**

*Volunteers are asked to wear a volunteer badge while volunteering for the library.* The volunteer badges are located with the Volunteer Binder in the staff workroom.

## **Volunteer Orientation**

You will receive an orientation before you begin volunteering. Please be aware of the fire extinguishers, fire alarms, and all exits at your location. If a fire or fire drill happens, please evacuate the area as quickly as possible. Staff members will be evacuating the building and will

need to concentrate on their procedures. The library has a work calendar which helps staff to know which volunteers are scheduled at the time. Generally, staff will meet up with volunteers outside in the staff parking area to make sure everyone is accounted for or has left the building. Your orientation will also include instruction on safe lifting procedures (push rather than pull, and lift with your legs). Always keep safety first. If you feel a need for a refresher, be sure to ask.

Report any accident or sudden illness incident at the library that may happen to you involving yourself, a staff member, another volunteer, or a patron. You may be required to fill out a report form.

### Insurance

Volunteers are covered by District's Property, Liability, and Workers' Compensation Insurance policies. To be eligible for coverage it is important to log your volunteer time consistently and accurately, and report any potential injury incident as soon as possible -- even ones that appear insignificant at the time.

### Departure or dismissal

#### **Departure**

If life brings changes and you are no longer able to commit to volunteering, please tell your library staff contact supervisor at least two weeks in advance. This will allow us to make sure your assignment is covered and ensure a smooth transition. If you are leaving because of a negative experience with the volunteer program or ~~library district~~ Library District, please let us know, and give us your suggestions for improvement. The volunteer coordinator will schedule an exit interview by request (volunteer@bakerlib.org mags@bakerlib.org or 541-523-6419).

#### **Dismissal**

Volunteers who don't follow these guidelines or perform their volunteer duties satisfactorily are subject to dismissal. Except in cases of immediate dismissal (see below), the volunteer may have an opportunity to discuss the reasons for possible dismissal with the Library Director or Manager of Circulation & Operations staff.

BCLD has the right to ~~request a volunteer to leave~~ dismiss a volunteer immediately for reasons including, but not limited to, the following:

- ~~A no-show absence of more than two times without communication~~ Repeated no-shows (more than two) without prompt communication or a valid emergency
- **Refusing or repeatedly neglecting** to follow staff directions ~~by library staff or abide by~~ or library policies
- ~~Unwillingness~~ Demonstrating an unwillingness or inability to support ~~and further~~ the library's mission or ~~the objectives of the program~~ goals
- ~~Lies or falsification of information on your application for volunteering or other volunteer records~~ Providing false or misleading information on a volunteer application or records
- Breaching ing of confidentiality of personal information
- ~~Misusing legally prescribed or over the counter drugs or other substances in a manner that comprises performance and/ or safety. However, this does not prohibit volunteers from the lawful use and possession of prescribed medications while volunteering.~~
- Misusing medications or substances in a way that impairs performance or safety.
  - Note: This does not prohibit the lawful use and possession of prescribed medications while volunteering.
- Being **under the influence** of alcohol or drugs while ~~performing volunteer~~

- ~~assignments~~volunteering
- ~~Theft of property, embezzlement, or misuse of agency-library funds, equipment or materials~~
- ~~Harassment or discrimination of any kind~~, discrimination, abuse, or mistreatment of patrons, staff, or other volunteers
- ~~Abuse or mistreatment of library patrons or coworkers~~
- ~~Illegal~~, Engaging in illegal, violent, or unsafe acts

Volunteers are expected to report any prohibited conduct or concerns to library staff and/or the Volunteer Coordinator, Library Director or Manager of Circulation & Operations staff, or Library Director.

### **SAGE Library Consortium**

BCLD is a member of the SAGE library consortium. Each member library is independently run. Although materials are selected, purchased, cataloged, and owned by each individual library, they are shared freely between libraries via a daily courier delivery.

### **Friends of the Baker County Library**

The Friends' mission is to serve the library volunteer efforts, materials, and supporting programs with fundraising. They generate proceeds through book sales, membership drives, and special appeals. The Friends maintain year-round book sale shelves at the Baker branch library, with the proceeds supporting various library services and programs. These funded initiatives include:

- Fun regular and special programs for kids, teens, adults and families
- Targeted upgrades to furnishings or technology
- Subscription to BookPage magazine
- Additional projects and services as needed

Please review our library volunteer application for specific volunteering opportunities with the Friends group.

The Friends of the Library meets quarterly in the library Riverside Meeting Room. The public is invited to meetings. For meeting dates, contact the Friends at [bakerlibraryfriends@gmail.com](mailto:bakerlibraryfriends@gmail.com)

### **Library Foundation**

The Library Foundation is an independent 501(c)(3) non-profit organization with a mission to raise funds and community support to ensure vibrant libraries in Baker County. Funds are distributed at the direction of the Foundation's Board of Directors, a volunteer group of private citizens.

The Foundation raises money through donations, membership drives, and grants.

The Library Foundation meets annually each Spring. Ask the Library Director to be notified about a future meeting date.

### **Baker County Library District Board**

The Baker County Library District is an independent local government unit dedicated to library operation in Baker County. It is governed by an unpaid Board of Directors elected by the community. Board members are elected public officials who serve four-year terms and must

adhere to ethical standards and public meeting laws.

The Board is responsible for setting policy-level decisions, hiring and evaluating the Library Director, and overseeing the district's financial management. Their duties include approving the annual budget, reviewing and approving major projects and expenditures, formulating district policies, and ensuring compliance with laws and regulations. While the board delegates daily operations to the Library Director, it maintains oversight through regular meetings, committee work, and annual planning sessions. Board members are expected to attend meetings, participate in discussions, make informed decisions, and represent the best interests of the ~~library-district~~ Library District and its constituents.

More information, including agendas, minutes of past meetings, and the board governance policy, can be found on the library's website [www.bakerlib.org/governance](http://www.bakerlib.org/governance). Those interested in serving on the Library Board can check for openings on the same site. The Board meets monthly on schedules approved at their July or August meetings.

### **Library Budget Committee**

The Library District Budget Committee is responsible for reviewing and recommending changes to the annual budget presented to them by Library Director/Budget Officer. They typically meet in late May. The Committee's approved budget is then forwarded to the Board of Directors for final approval in June. The Budget Committee is composed of the Board of Directors and an equal number of citizens at large. Our application process entails an evaluation by the Library Board, which ultimately appoints members for this committee. The application process will open in February. Visit [www.bakerlib.org/budget](http://www.bakerlib.org/budget) for more information.

Thank you for volunteering at the Baker County Library District!