



Volunteer Handbook

Hood River Library
502 State Street
Hood River, OR 97031

Tuesday 10am-7pm
Wednesday 10am-7pm
Thursday 10am-7pm
Friday 10am-6pm
Saturday 10am-6pm
Closed Sundays, Mondays and holidays

www.hoodriverlibrary.org

Contact information

Name of volunteer: _____

Your staff contact: _____

Phone number: _____

Email: _____

Schedule: _____

Volunteer Coordinator: Alex Ljungqvist, 541-387-7067, volunteer@hoodriverlibrary.org
Library Director: Rachael Fox, 541-387-7062, rachael@hoodriverlibrary.org
Assistant Director: Mo Burford, 541-387-7060, mo@hoodriverlibrary.org

WELCOME TO HOOD RIVER COUNTY LIBRARY DISTRICT!

The Hood River County Library District 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 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 Hood River County Library District 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 541-387-7067 or email volunteer@hoodriverlibrary.org.

What you can expect from us

- Your staff contact or volunteer coordinator can help you with anything about your volunteer position or the library in general.
- 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 at 541-387-7062 or Assistant Director at 541-387-7060.
- 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 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.
- If you'll be late for your schedule or unable to report for your volunteer shift, 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 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.
- We'll provide a time sheet for you to record your volunteer hours. Your timesheet will be kept behind the main circulation desk at the Hood River Library in the black cabinet, Bookmobile, or in the crate in the meeting room closet, 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.
- 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.

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 provisions except for those provisions which specifically pertain to regular paid employees. All our policies can be found online at <https://hoodriverlibrary.org/about/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. Hood River County Library District 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.

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 Hood River County Library District (www.hoodriverlibrary.org). 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 email to cancel your shift if conditions in your area are not safe for transportation.

Break rooms

Our Hood River Library has a kitchen equipped with microwave oven and refrigerators. Please consult with your staff contact or the volunteer coordinator regarding accessing the break room equipment. All breaks will be taken outside the staff area of the library.

Cell phone usage

Out of respect for coworkers, we ask that you turn your cell phone ringer to vibrate when volunteering. At libraries, we try to keep noise to a minimum for those who may be working or studying nearby.

Holidays

The Hood River 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
- Labor Day: First Monday in September
- Veterans Day: November 11
- Thanksgiving Day: Fourth Thursday in November
- Native American Heritage Day: Fourth Friday in November After Thanksgiving Day
- Christmas Eve: December 24
- Christmas Day: December 25
- New Year's Eve: Close 2pm

Insurance

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

Introductory period

Your first 30 days as a volunteer at Hood River County Library District 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 on State Street from 6th Street and westward, as well as on Sherman Street. If you need to use paid parking at City meters, we can reimburse you for the time you spend volunteering at the library. To get reimbursed for parking, please ask the staff at the main desk.

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 Hood River County Library District, we always put safety first.

- We have an in-house safety committee.
- We also train our library staff for blood borne pathogen procedures, CPR, AED, Narcan, and anti-harassment, and they are there to support the volunteers.
- Each work area has a stocked first aid kit available for staff and volunteers.

Volunteer badge

Volunteers are required to wear a volunteer badge while volunteering for the library. The volunteer badges are located behind the main circulation desk on the black cabinet or on the bookmobile.

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 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 illness that may happen to you, a staff member, another volunteer, or a patron. You may be required to fill out a report form.

Departure or dismissal

Departure

If life brings changes and you are no longer able to commit to volunteering, please tell your library staff contact 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, please let us know, and give us your suggestions for improvement. The volunteer coordinator will schedule an exit interview by request (volunteer@hoodriverlibrary.org or 541-387-7067).

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 Assistant Director.

Hood River County Library District has the right to request a volunteer to leave immediately for reasons including, but not limited to, the following:

- A no-show absence of more than two times without communication or a valid emergency
- Refusing to follow directions by library staff or abide by library policies
- Unwillingness or inability to support and further the library's mission or the objectives of the program
- Lies or falsification of information on your application for volunteering or other volunteer records
- Breach 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.
- Being under the influence of alcohol or drugs while performing volunteer assignments
- Theft of property, embezzlement, or misuse of agency funds, equipment or material
- Possession or use of a dangerous weapon on Hood River County Library District property, even if the volunteer has a permit to carry the weapon
- Harassment or discrimination of any kind
- Abuse or mistreatment of library patrons or coworkers
- Illegal, violent, or unsafe acts

Volunteers are expected to report any prohibited conduct or concerns to library staff and/or the Library Director or Assistant Director.

Library Mission, Vision, and Values

Mission

We reach out, supporting everyone to learn, create, and grow.

Vision

We come together to create an inclusive, dynamic, and creative community where everyone belongs and there are opportunities for all.

Values

- Collaboration
- Community
- Compassion
- Fun

SAGE Library Consortium

Hood River County Library District 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 Hood River Library

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

- Fun, monthly programs for kids, teens, adults and families.
- Audio collection (print and digital).
- Subscription to BookPage magazine.
- The Hood River Reads annual event, which provides free books to the community and schools and brings authors of chosen books for community and school programs each spring.
- 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 the 2nd Monday of the month at 11:00am in the Jean Marie Gaulke Library Meeting Room (except July, August, December). The public is invited to the meeting.

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 Hood River 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, memberships, grants, and their annual Feast of Words fundraising event. The event features local food, beer, wine, raffle baskets, and a live auction. The proceeds from this event are directed towards a specific project each year, allowing the Foundation to focus its efforts on targeted improvements or initiatives within the library system.

The Library Foundation donations support the following programs and services:

Annual support

- Annual subscriptions periodicals, newspapers, electronic databases, and movie licensing
- MakerSpace craft supplies for families
- Books and care kits for FISH Food Bank to give away
- Support for Bookmobile operations, free books, supplies for programs and craft activities, personal hygiene supplies, and tote bags
- Donation to the Friends of the Hood River Library for the Hood River Reads Program

Special projects

The Hood River County Library Foundation has funded numerous improvement projects across the district's branches, including creating a young adult section, upgrading furniture and shelving, revitalizing gardens, modernizing the children's library, relocating and remodeling branches, improving community services, supporting students during the pandemic, restoring historic features, establishing new areas like a makerspace and theater, acquiring a bookmobile, and enhancing signage and infrastructure.

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

The Library Foundation meets the 3rd Tuesday of the month at 4:00-5:30pm in the Jean Marie Gaulke Library Meeting Room (except July, August, December).

Hood River County Library District Board

The Hood River County Library District is an independent local government unit dedicated to library operation in Hood River 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 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.hoodriverlibrary.org/board. Those interested in serving on the Library Board can check for openings on the same site. The Board meets on the third Tuesday of each month at 7:00 PM in the Hood River Library Jean Marie Gaulke Library Meeting Room

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 early May and, if necessary, mid-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.hoodriverlibrary.org/budget for more information.

Thank you for volunteering at the Hood River County Library District!