



Volunteer Manual

The Safety Harbor Public Library has various areas for volunteers to assist. Benefits of volunteering include meeting new people, learning new skills, helping your community, and exposure to the many library events. Every November, adult volunteers are invited to an appreciation event to honor and thank volunteers for their service.

- **Circulation Department:** Volunteers help with daily circulation functions, including pulling holds, checking in materials, and shelving.
- **Adult Services:** Volunteers are needed as computer and ESOL tutors. (For information on becoming an ESOL tutor, please complete an ESOL tutor information form and submit to the library in person or e-mail the scanned form to shplref@cityofsafetyharbor.com. The form is located on the library home page. Visit the *Volunteer Opportunities* link.)
- **Technical Services/Outreach:** Volunteers needed to assist in processing materials, material repair, and donation sorting.
- **Youth Services:** Volunteers shelve books, assist with craft projects, youth programs, summer reading programs, and other projects. Only student volunteers, aged 14-17 and in high school, seeking Bright Futures/CAS credit hours are accepted. Adult volunteers are also needed in the youth department to assist with projects and programs.

Another way to volunteer is to join one or both of our support organizations, the *Friends of the Library* and/or the *Safety Harbor Library Foundation*. The Library Friends and Foundation are always looking for new members who want to share their time to make the Library a better place.

The Friends of the Library (FOL) is a 501c3 non-profit organization dedicated to raising funds through quarterly book sales, in-house Book Store sales, 4th of July beverage sales, and other fundraising events to supplement the Library's budget to provide funding for library programs and other needed resources. For more information on the Friends of the Library, visit: www.SafetyHarborFOL.weebly.com

The Safety Harbor Library Foundation is a 501c3 non-profit organization currently raising funds for the construction of a second story meeting room facility via their *20/20 Vision – Let's Build a Story* capital campaign. For more information on the Foundation, please visit, www.SafetyHarborLibraryFoundation.org.

Adult volunteers must complete volunteer application online, located on the library homepage, www.SafetyHarborLibrary.com. Look for the *Volunteer Opportunities* link. Paper applications are available at the check-out desk at the Library.

All volunteers must be a minimum of 14 years of age. The Library does not accept court-ordered community service volunteers. Adults aged 18 plus, volunteering in Youth Services, are required to have a background check.

Orientation

The purpose of volunteer orientation is to welcome each volunteer and to determine a volunteer and department skill match. After a volunteer fills out a volunteer registration form, the volunteer coordinator schedules an appointment for the volunteer to meet with a department supervisor. The department supervisor conducts initial volunteer orientation in their department and provides specific training. Below are descriptions to help potential volunteers determine their area of interest.

Volunteer Guidelines

- Commit to work a minimum of 2 scheduled hours per week and 8 hours a month
- Sign in and out each time, recording hours worked
- Follow Library dress code
- Wear a volunteer nametag
- Display a courteous and respectful attitude
- Represent yourself as a volunteer, not staff
- Follow instructions and guidance from staff; refer questions you cannot answer to staff
- Adhere to Library patron confidentiality rules
- The Library reserves the right to dismiss any volunteer or reassign duties as necessary

Patron Confidentiality

Florida law protects library patron privacy. (Florida Statute 257.261) Any information about patron records is not discussed or disclosed. If you have any questions, or an issue arises which concerns you, see a library supervisor for clarification.

Volunteer Positions

Position: Circulation Assistant

Assist patrons who request materials from our Library or other libraries. Process Library materials patrons have returned locally and via transit boxes.

Supervisor - Circulation Supervisor

Duties

- Handle interlibrary transit materials.
- Check in materials, identify hold requests and books from other libraries, sort onto carts in proper order, and shelve.
- Report missing and miss-shelved items
- Check shelves to find lost items

Time Commitment: 2-8 hours per week.

Required: Good customer service and organizational skills. Careful attention to detail. Multiple volunteers needed.

Position: Computer Trainer/Tutor/Tech Help

Conduct computer training classes or one-on-one computer tutoring sessions for the public.

Supervisor - Adult Services Librarian

Duties

- Conduct computer training classes in group setting or individual settings.
- Able to interact with seniors and students of all ages
- Knowledge of computer programs and applications

Time Commitment: 3 hours per week.

Required. Friendly, customer service oriented, patience, computer skills, comfortable working with people, and training groups of up to 15-20 people or one-on-one.

Position: ESOL Tutor

Tutor speakers of other languages English. Formal training session required through ESOL tutor certification. Previous tutor certification accepted.

Supervisor - ESOL Coordinator

Duties

- Set and schedule appointment times with ESOL student
- Tutor according to student requirements and record progress
- Sign in and out to record tutoring time
- Reserve study rooms for tutoring sessions
- Complete tutor/student assessments as needed

Time Commitment: 2-4 hours weekly

Required: Successfully complete a literacy-training course and complete follow-up assessments. No formal teaching skills required. Proficiency in speaking and writing English. Patience and willing to help others succeed.

Position: Book/Materials Processing

Assist with processing library materials.

Supervisors - Technical Services Specialist/Outreach Services Librarian

Duties

- Prepare library materials for shelving
- Unpack new items, unwrap CD/DVD cases
- Repair and replace worn or damaged book covers, and CD/DVD and video cases.
- Pull 14-day books to change to 28 days
- Sort and organize magazines
- Sort through donated books for library collection addition or for the Friends of the Library book store or sale.

Time Commitment: 3 - 4 hours per week. Multiple volunteers needed.

Required: Good organizational skills along with attention to detail.

Position: Youth Services Volunteer

Assist staff with programs and department projects and other activities requested by staff.

Supervisor - Youth Services Staff

Duties

- Help patrons including children find materials in the Youth Department
- Assist Youth Department staff with preparation for youth programs
- Shelf materials
- Keep department neat and orderly
- Assist with program set up and tear down
- Assist with creative projects

Time Commitment: 2 - 4 hours per week. Multiple volunteers needed.

Skills Required:

Good rapport with children and able to interact with public. Familiar with the use of the library catalog (or be able to learn quickly). Self-motivated and able to follow instructions. Creativity is a plus!