

# VOLUNTEER INFORMATION SHEET

## Summer 2023      June 16 – September 2

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

### PROGRAM SUPPORT – Kit Assembly (shifts are usually 1.5-2 hours long; we ask that you commit to at least 4 shifts)

- Responsibilities include: creating Grab&Go kits from library supplies; cutting and/or folding are sometimes involved. If kits are completed before the end of your shift. If a kit does not require the whole shift, you may be asked to complete similar tasks, such as organizing/packaging supplies or disinfecting storytime toys.
- Program volunteers must be comfortable working independently after initial instructions are given.
- Shifts will be set based upon the availability of our program room.

### PROGRAM SUPPORT – Live Programs (shifts are usually 1.5-2 hours long; we ask that you commit to at least 4 shifts)

- Responsibilities include: assisting staff with setup and cleanup (including moving tables and chairs); assisting participants in completing crafts or activities.
- Program volunteers must be comfortable working in a busy environment and interacting with children one-on-one and in a group.
- Programs available:
  - Monday afternoons (STEM/Maker Projects, ages vary by week)
  - Tuesday afternoons (storytime, ages 3-6; Book Bingo ages 8-12)
  - Wednesday evenings (STEM/Maker Projects, ages vary by week)
  - Thursday afternoons (Art Classes, ages 5-8 and 9-12)
  - Friday afternoons (Movies for Makers, ages vary by week)
  - Saturday mornings (LEGO Club, ages 5-12)
  - Saturday afternoons (Chess Club, ages 8-12 – **MUST KNOW AT LEAST THE BASICS OF CHESS**)

### READING CLUB TABLE SUPPORT (shifts are 2-3 hours long; we ask that you commit to at least 4 shifts/12 hours total)

- 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, such as disinfecting departmental toys or pulling items for displays and holds.
- 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 SUPPORT (shifts are 1.5-2 hours; we ask that you commit to at least 6 weeks of 1 shift per week; weeks need not be consecutive)

- Responsibilities include but are not always limited to: shelving books and media; putting items in exact order; straightening shelves and displays.
- Applicants for this must be *extremely* detail-oriented, methodical, and able to work independently.
- Because of the extended responsibilities and maturity involved, applicants for this position **MUST be age at least age 15 by June 1, 2023**, and preference for these positions 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 paid staff positions, ALL volunteer jobs require patron contact at some point. Looking down at a device - phone, tablet, etc. - puts a distance between us and the people whom we are here to assist. Look up and smile as people approach you! If devices become a problem, we will limit their usage. Volunteers are welcome to use a library phone to call for a ride.
- 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, 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.

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

Most of our volunteer jobs require training by staff members, and in some cases the training can be extensive, such as that involved with Shelving. 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 become a Shelving Support Volunteer?

There are mistakes that could be made during the shelving process that would potentially lead to missing materials and even ultimately patron fines or spending money replacing materials that appear to be lost. Because of the heightened responsibility involved with this job, we feel that anyone applying should have a little more maturity and experience.

### 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 shift 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.