# Wabeno Public Library Volunteer Handbook

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## About the Wabeno Public Library

### Mission

The Wabeno Public Library is dedicated to being a safe, inclusive, and welcoming environment where we empower its patrons’ personal, educational, and professional growth with equal access as well as a supportive, judgement-free attitude.

### Vision

We are…

* Sharing Knowledge
  + Preserving Wabeno history by organizing, maintaining, and increasing access to any historical materials retained by the library.
  + Acquiring and making available books, periodicals, pamphlets, and other services as will address a patron’s needs to a) become well informed, b) locate answers to important questions, c) cultivate imagination and creative expression, d) develop skills for career and vocational advancement, and e) enjoy leisure by means of reading and other media services.
* Being Accessible, Inclusive, and Equal Access
  + Recognizing and celebrating that the Wabeno Public Library serves all members of the community and its visitors, regardless of age, political or social views, gender (including gender expression), sexuality, persons with disabilities, race, ethnicity, or country of origins.
  + Serving all patrons – regardless of background, cultural heritage, interests, political and social views – of the community and surrounding region.
  + Diversifying our collection to reflect a broader range of cultures and opinions.
* Building the Future
  + Implementing new technologies and utilizing it as a tool to grow interest and relevance within the community, as well as increasing digital inclusion and digital equity.
  + Steering the library to be more future ready and adaptive to change and ensuring the success of the library for the next generation of users.
  + Fostering creativity, sparking curiosity, building connections, and strengthening the community.

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| Contact Information  4556 North Branch Street, Wabeno, WI 54566  PO Box 340  715-850-3044  [director@wabeno.lib.wi.us](mailto:director@wabeno.lib.wi.us)  Director: Jasmine Hanson | Hours of Operation  Tuesday: 10 - 5  Wednesday: 12 - 5  Thursday: 12 – 5  Friday: 10 – 5 |

## Volunteer Policy

The Wabeno Public Library shall use the services of volunteers to supplement the efforts of paid library staff in meeting demands for quality public service. Volunteers aid the library in making the best use of its fiscal resources and contribute to sound working relationships with community groups and organizations. Volunteers are liaisons to the community and by their contribution are advocates for quality library service. The library and its volunteers work together to meet the goals and mission of the organization. The Wabeno Public Library shall make use of the services of interested volunteers to supplement, not replace, the work done by library staff.

Volunteers generally provide support services to staff and/or work on special projects. Because we rely upon our volunteers to help provide services, it is essential that a volunteer makes a real commitment to the library.

Volunteers are expected to act in accordance with library policies and the volunteer handbook, and to reflect positive customer service attitudes to all library patrons.

### Definition of a Volunteer

One who performs a service of their own free will. One who contributes time, energy, and talents directly or on behalf of the Wabeno Public Library and is not paid by library funds. All volunteers must be accepted by the library prior to the performance of assigned tasks.

### How to Become a Volunteer

All potential volunteers are required to fill out a Volunteer Application Form. Potential volunteers under the age of 18 must have the application signed by a parent or legal guardian. Potential volunteers are selected based on their qualifications in relation to the needs of the library at any given time. Acceptance of an application is at the library's discretion.

### Supervision

The on-site supervisor is the Library Director or other present staff member. Volunteers are expected to follow the procedures established by the attending staff member, who is responsible for day-to-day management and guidance of a volunteer’s work and will be available for consultation and assistance. Volunteers should feel free to ask any questions of this person or report any problems or concerns about their assignment.

### Responsibilities of Volunteers

Volunteers are expected to perform their assigned duties to the best of their abilities and to be loyal to the mission, values, goals, and policies of the library. All volunteers should keep their supervisor informed of the projects and work status and of their comings and goings in the library.

Volunteers agree that the library may at any time, for whatever reason, decide to terminate the volunteer’s relationship with the library or to make changes in their volunteer assignment. Volunteers who fail to meet the requirements of their responsibilities, violate library policies, or violate local, state or federal law while working at the library are subject to dismissal and/or prosecution.

### Confidentiality of Library User Records

Volunteers will be familiar with and agree to abide by the Public Library Records State Statute, as well as other library rules and policies. For the full section: <https://shorturl.at/8ekOF>.

**§43.30 Public library records.**  
**(1m)** Records of any library which is in whole or in part supported by public funds, including the records of a public library system, indicating the identity of any individual who borrows or uses the library’s documents or other materials, resources, or services may not be disclosed except by court order or to persons acting within the scope of their duties in the administration of the library or library system, to person authorized by the individual to inspect such records, to custodial parents or guardians of children under the age of 16 under sub. (4) to libraries under subs. (2) and (3), or to law enforcement officers under sub. (5).

### Safety and Security

Volunteers are asked to always be alert to safety hazards and to report unsafe acts or conditions to their supervisor immediately. Volunteers should also notify their supervisors of any assignment which causes physical discomfort, or which could lead to personal injury. All injuries, whether minor or serious, must be reported directly to your supervisor.

### Drug- and Alcohol-Free Workplace

Use of alcohol or illegal drugs in the workplace or reporting for duty under the influence of drugs or alcohol is prohibited, as is the abuse of any drug or alcohol.

### Workplace Harassment and Violence

All volunteers, employees, supervisors, and members of management, regardless of gender, are strictly prohibited from sexually harassing or making improper advances towards other volunteers, guests, employees, supervisors, or members of management. Sexual harassment includes unwelcome or unsolicited verbal, physical, or sexual conduct that is made a term of condition of service or employment, is used as the basis of employment or advancement decision, or has the purpose or effect of unreasonably interfering with work or creating an intimidating, hostile, or offensive environment. Any sexual harassment needs to be reported immediately to the library director.

### Workplace Bullying and Psychological Harassment

The Wabeno Public Library prohibits workplace bullying or psychological harassment to the end that all employees are afforded the opportunity to work in an environment that is healthy and safe and free from bullying. Any employee who perceives themselves to be the victim of workplace bullying or psychological harassment is encouraged to promptly report it to the library director. The Wabeno Public Library will investigate allegations and will exercise appropriate remedial or disciplinary action. The Wabeno Public Library further prohibits retaliation against any employee reporting workplace bullying or psychological harassment.

### Training

The supervisor in charge will be responsible for training at and during a volunteer assignment.

### Court-Ordered Community Service

The Wabeno Public Library may accept court ordered community service workers at the library board’s discretion on a case-by-case basis.

## Rundown

### What You Can Expect as a Volunteer

1. You are important to the library.
2. We welcome all individuals.
3. The Wabeno Public Library recognizes that volunteers are essential to the productivity and efficiency of the library.

When you volunteer at the library, both the library and you assume certain responsibilities. The library expects that as a volunteer you will:

* Respect the principle of confidentiality.
* Adhere to volunteer guidelines.
* Honor the time commitment that you make to the library.
* Ask for any information you need to do your job effectively and bring any concerns to the library director.

The library’s responsibilities to you are:

* To provide you with the training, supervision, and evaluation you need to work effectively.
* To recognize your contributions to the library.

As a result of your volunteer work, we hope you will achieve the goals you set for yourself, while helping to ensure that the Wabeno Public Library meets its goals as well.

## Guidelines

### Expectations

* Volunteers should notify the library as soon as possible if they know they will be late or absent.
* Volunteers are responsible for updating personal data, such as change of address or telephone number, with the library director.
* Volunteers will work during the hours when adequate supervision is available. Work schedules and specific time commitments will be arranged by each volunteer and the library director.
* The library director may meet with the volunteer regularly to review performance. Evaluations may be formal or informal and may be written or verbal.
* To end a volunteer commitment, please notify the library director of that decision and the effective date.
* Volunteers agree that the library may at any time, for whatever reason, decide to terminate the volunteer’s relationship with the library or to make changes in their volunteer assignment.

### Behavior

Every volunteer is expected to act in a professional, responsible, and courteous manner during volunteer activities. Such behavior fosters a positive and productive environment. Conversely, inappropriate or unprofessional behavior is disruptive and unproductive. Some examples of unprofessional conduct include the following:

* Demeaning, offensive, or disparaging comments regarding the abilities, credentials, or performance of other volunteers or staff.
* Written, verbal, physical, or visual conduct which relates to sex, race, color, gender, national origin, age, disability, religion, or other protected classification. This includes slurs, epithets, threats, and derogatory comments.
* Unwelcome and/or repeated flirtations, sexual advances or propositions, jokes, stories, or comments of a sexual nature.

### Dress Code

The public image of the library is at least partially projected by the appearance of the staff and volunteers. It is, therefore, very important that all employees and volunteers be well groomed and properly dressed. Show good common sense and a maturity of self-expression.

This applies to all employees and volunteers. Exceptions to this will be permitted where particular forms of dress are required to perform job functions. They are not all inclusive and if any questions arise, the employee or volunteer should speak with the library director.

* Shoes must be worn. Shoes worn should be comfortable and suitable for duties of the job.
* Halter tops, tank tops, or camisoles may be worn beneath other garments but are unacceptable when worn alone.
* Tattoos that are considered indecent, sexist, racist, or show allegiance with extremist organizations are prohibited.
* Jewelry and body piercings that could be an Occupational Health and Safety risk are prohibited.

### Cell Phones

* When you enter the library, we ask you to turn the ringer of your cell phone to vibrate or off.
* Be considerate of those around you and keep your conversation short and your voice lowered when using your cell phone. If you need to have an extended conversation, please exit the building to do so.
* Please refrain from using your cell phone at the service desk.

### Equipment

* Do not operate a piece of equipment unless you have been trained in its use.
* Report all damaged or faulty equipment to the library director.
* Only authorized people may make electrical or mechanical repairs or adjustments to equipment.
* Never leave dangerous objects and equipment unattended in public areas.
* Be aware of all sharp equipment and supplies. Use with caution.
* Follow container directions when using flammable solvents; unmarked containers should be labeled with content.

## Injuries and Emergencies

* Contact supervisor.
* If immediate assistance is needed, call 911. Never offer to drive the patron anywhere for medical assistance.
* Stay with the patron and tell them that assistance is on the way.
* Do not provide medical aid (CPR, etc.) unless properly trained in appropriate techniques.
* Do not move the person but try to make them as comfortable as possible.
* Clear the area of bystanders.
* Remove any obstacles in the path of Emergency Response Service.
* Get the details of the accident, injury, or illness, and the person’s name and address (do not search their pockets, purse, etc. if not able to tell you). Also get the names and addresses of any witnesses and give all the information to the supervisor.

## Library Language

All professions have languages of their own, and libraries are no exception. These are a few of the terms you will become familiar with during your service:

**Barcodes**: numbers on computer-readable strips which are placed on materials to identify them and to allow us to maintain a record of items which are checked out. Individualized barcodes are also used on patron library cards to tell us who has checked out materials.

**Call Number:** numbers, letters, and/or symbols assigned to a book to indicate its location in the library and its physical relationship to other library materials. J

Adult Nonfiction: Dewey Decimal Classification followed by three first letters of author’s last name. Ex - 305.89 LaT

Juvenile Nonfiction: Dewey Decimal Classification followed by three first letters of author’s last name and a plus symbol. Ex - 292.07 Nar +

Adult Fiction: First three letters of author’s last name. Ex – Bal

Longer series start with an S, have the first three of author’s last name, and then has an abbreviation of the series name and what number in the series it is. Ex – S Pat AC1.

Westerns start with a W, then the first three of author’s last name. Ex – W Joh

Large Print starts with an LP, then first three of author's last name. Ex – LP Alb

Juvenile Fiction/YA:

Board Books start with BB followed by the first three of title. Ex – BB Seu

Children’s Books start with Chi followed by the first three of author. Ex – Chi Ber

Juvenile Books/Easy Readers start with J followed by the first three of author. Ex – J Bau

Middle School starts with MI followed by first three of author. Ex – MI Hun

Young Adult start with YA followed by first three of author. Ex – YA Rio

CDs/DVDs:

Movies start with DVD and are followed by the first three of title. Ex – DVD Blu

TV Series start with DVD, followed by TV, and then first three of title followed by number of the season. Ex – DVD TV Gam1

Audiobooks start with CD and are followed by first three of author. Ex – CD Cla

Magazines: M followed by first three of title and then the date of publication. Ex – M Peo 5/13/24

**Dewey Decimal Classification**: a numerical system for classifying non-fiction books according to subject matter. Nonfiction books have a three-digit number and, usually, a decimal point and additional numbers to identify specific subclasses within the general subject category. If you want to explore subclasses: <https://www.librarything.com/mds>.

**Hold:** the selection of material that is not currently on the shelf at the Wabeno Public Library and you want it either saved for you when it comes in or sent to one of the other libraries in the WVLS system. The item will usually arrive in a timely manner; however, delivery depends on the item’s availability, the number of other holds on the item, and a variety of circumstances beyond our control.

**Interlibrary Loan:** service that helps patrons of one library to borrow materials held in a library outside of its normal system.

**Library Board of Trustees:** sometimes shortened to just Library Board, consisting of 8 members (including the library director as an ad-hoc member) which is responsible for the governance of the library and protecting the interests of the community.

**Shelf Reading**: examination of books on the library shelves to be certain they are in the proper call number and order.

**V-Cat:** online library catalog that houses both our collection of materials and the collections of the other libraries in the WVLS system. Patrons can order materials, renew their books, and more.

**WISCAT:** website where libraries and patrons can borrow and share materials through Interlibrary Loan.

**WVLS**: library system the Wabeno Public Library and 24 other public libraries in the counties of Clark, Forest, Langlade, Lincoln, Marathon, Oneida, and Taylor are a part of. They provide libraries with technical, logistical, and financial support.