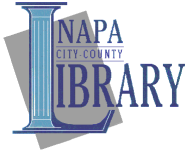


**NAPA CITY-COUNTY LIBRARY
VOLUNTEER ORIENTATION MANUAL
NAPA MAIN LIBRARY**

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Welcome Statement

As a volunteer in the Napa City-County Library, you are special. We welcome you and thank you for your interest in the Library. Your services are highly valued by both our staff and our patrons. Your helpfulness, attentiveness and warmth add a refreshing dimension to the Library. You not only supplement our paid staff, you bring a creativity and vitality that is necessary for the growth of our organization.

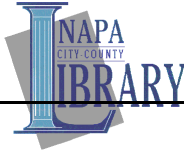
As you serve with your talent, time, and energy, we hope you will know that this all important gift will permanently benefit the needs of the entire community. In making assignments to specific duties within the Napa City-County Library we are asking you to share your capabilities in assisting us where you are needed the most.

Your service and your contribution of hours of volunteerism are valuable assets and we thank you.

This Volunteer Manual will provide information to help you get started as a volunteer in the Napa City-County Library. It will help explain the background and purpose of our program, answer some frequently asked questions, and describe what you might encounter as a volunteer. Most activities involving volunteers do not require special skills. A staff member will provide training, guidance, and answer your questions.

Please read this manual before beginning your volunteer job. Continue to use it as a reference as your volunteer experience develops. Of course you are also encouraged to call your volunteer supervisor with any questions or concerns.

We hope that you will benefit from your volunteer experience. We welcome you as a member of the growing community of individuals whose lives have been enriched by their efforts to help others. Thank you for volunteering to help us provide the best in services to our patrons.



How to Reach Napa City-County Library

NAPA CITY-COUNTY LIBRARY
NAPA MAIN LIBRARY - CALISTOGA - YOUNTVILLE - BOOKMOBILE
Main Library
580 Coombs Street
Napa, CA 94559
(707)253-4242
After hours call (707) 253-4283

Contact People

Some names and phone numbers that might be useful to you:

Tom Trice	Library Director.....	(707) 253-4242
Janet McCoy	Assistant Library Director	(707) 253-4242
Frances Williams Houser	Volunteer Supervisor	(707) 253-4283
Library Business Office		(707) 253-4242
In case of Fire.....		911
Emergencies.....		911

Library Holidays

Holidays and Closure Days:

New Years Day	January 1
M. L. King Birthday	Third Monday January; Library OPEN
Lincoln’s Birthday	February 12; Library OPEN
Washington’s Birthday	February 19; Library OPEN
Memorial Day	Last Monday May
Independence Day	July 4
Labor Day	First Monday September
Admission Day	September 9; Library OPEN
Columbus Day	October 14; Library OPEN
Veterans Day	November 11; Library OPEN
Thanksgiving	Fourth Thursday (closed) and Friday (open) November
Christmas Day	December 25

In the event of program closure due to emergency circumstances, you will be notified by 7AM on the day of the closure. Closure will also be announced on radio station KVON - 1440, AM.

Library Hours

Napa Main Library

Monday, Tuesday, Friday	11:00 A.M. - 5:30 P.M.
Wednesday, Thursday	11:00 A.M. - 9:00 P.M.
Saturday	11:00 A.M. - 5:00 P.M.
Sunday	Closed



Site Layout

Bulletin Boards

Information of importance to volunteers is periodically posted on the Volunteer Center bulletin board. Volunteers should make it a habit to glance at their bulletin board daily and read any new material posted there. Any volunteer wishing to put material on this board must have it approved by the volunteer services supervisor.

Lockers

The Library does not provide lockers for volunteers. Volunteers may, however, store sweaters, purses, etc. in the cupboard marked "Volunteers" in the Literacy and Volunteer Center. This cupboard is located in the sink unit along the left wall as you enter the room. The Library cannot be responsible for materials left in this cupboard or anywhere else in the building.

Parking

Napa City-County Library has limited parking. We encourage all staff and volunteers to bicycle or use alternate transportation when possible. To leave the most convenient parking areas for Library patrons, during open hours, volunteer and paid staff members are not permitted to park in the Library parking lot. An exception is volunteers who will be gone from their cars for less than 2 hours. All others need to park on the street across from or around the Library.

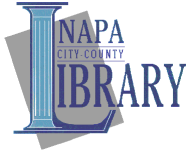
Bicycle parking is available at the bottom of the stairs to the main entrance.

Restrooms

The restrooms are at the front of the building by the entrance to the Community Meeting Room. There are also staff restrooms near the staff break room on the second floor. Volunteers may use these rooms if they are more convenient. State law requires you to wash your hands before returning to duty.

Personal Belongings

Volunteers are cautioned not to bring valuables into the building. The Napa City-County Library cannot be responsible for loss of personal property. A cupboard for storage of personal property such as purses, jackets, and backpacks is located in the Volunteer Center.



Mission Statement

Mission

The primary goals of the Napa City-County Library's volunteer program are to:

- * Allow citizens the opportunity to be more involved with the Library.
- * Provide the community with first-hand knowledge about Napa City-County Library.
- * Develop partnerships between the Library and both groups and individuals within the community.
- * Maximize citizen volunteerism.

The volunteer program at the Napa City-County Library is designed to support the mission of the Library. The volunteer program functions within the context of County of Napa regulations, Library policies and procedures, and the official responsibilities of the Library Administration to operate the Library with the highest degree of professionalism.

Library volunteers are members of the community who desire to be of service to the community through participation in the life of the Library. Their generosity of time and effort is commendable and appreciated.

The Library Administration and staff endeavor to help volunteers feel welcome, understand the scope and limitations of their specific roles, and be comfortable within the milieu of established priorities and the on-going work of the paid staff.

Library volunteers include a variety of groups:

- * Library Commissioners
- * Library Foundation Board of Directors
- * Friends of the Library Board of Directors
- * Friends of the Library Volunteers
- * Tutors in the Adult Literacy Program, Project Upgrade
- * Individuals who have applied to the Volunteer Program


By necessity, the management of volunteer activities is affected by the group within which a volunteer operates and the overall administration of the Library. In recognition of the value of volunteers and their contributions, every effort is made to provide for a rewarding experience.



Organizational Chart

Napa City-County Library History

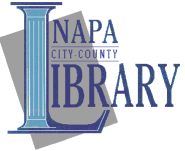
History-Chronological



The County Free Library law was established in California in 1911. On February 9, 1916, the Napa County Free Library was formed by resolution of the Napa County Board of Supervisors, which approved library service to the unincorporated areas of Napa County including Yountville.

A Brief Chronology:

- 1916: Napa County Free Library formed.
- 1940: 1st Bookmobile: Napa County Free Library
- 1963: Napa City-County Library formed resulting from a union of the Napa County Free Library and the Napa City Library on July 1, 1963.
- 1974: Napa City-County Library headquarters in downtown Napa moved from its location on Franklin Street to its present location on August 25, 1974. The address in 1974 was 1150 Division Street, Napa. In 1996, after a renovation and expansion project, the address was changed to 580 Coombs Street to reflect the new orientation of the main entry.
- 1979: Calistoga library service was assumed by the Napa City-County Library on June 30, 1979, making Calistoga Library the northern-most branch of the NCCL.
- 1991: Celebration of the 75th year of county library service
- 1996: A major Napa Main Library renovation and expansion project included a new roof, new entry, expansion of the children's room, renovation of the Library's Community Meeting Room, an outdoor reading patio, and new carpeting, shelving, lighting, and paint.. The official Grand Reopening was held on February 4, 1996. The Native Sons of the Golden West rededication ceremony was held on April 15, 1996.



Library Behavior Policy



Volunteer Policy

Philosophy

The Napa City-County Library believes that an effective volunteer force enhances the Library's ability to provide quality services to the public. Furthermore, an active volunteer program is an integral part of the Library's relationship with the community.

Principles

A volunteer force brings a wide range of skills, talents, and experience from the community to the Library.

A volunteer program provides community members the opportunity to gain an understanding of the nature and value of public library services.

Volunteerism provides opportunities for positive community service and work experience.

The volunteer force functions as an important supplemental element of the Library's mission.

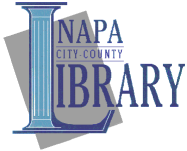
The Library's volunteer program is governed by County of Napa regulations and Napa City-County Library policies and procedures.

Volunteers assist the paid Library staff in providing a variety of services beyond the scope of the regular Library budget.

Volunteer services do not displace existing paid staff or eliminate appropriate staff augmentation requirements that may emerge from implementation of the Library's mission, changing conditions, or budgetary allowances.

The administration of volunteer services is at the discretion of the Library Director whose responsibility is to operate the Library with the highest possible degree of professionalism.

Adopted February 13, 1995
by the Napa City-County Library Commission



Volunteer Rights and Responsibilities

Volunteer Rights

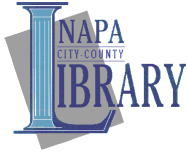
Volunteers expect and enjoy certain rights when they donate their time. Library volunteers' rights include:

- * To be appropriately recognized and appreciated for their efforts.
- * To be given guidance and direction.
- * To be given opportunity, when possible, for promotion and a variety of experiences.
- * To be kept informed and listened to by salaried staff.
- * To be provided orientation, training, support, supervision, and evaluation.
- * To be treated as a co-worker and not just free help.
- * To be trusted and respected by salaried staff and co-workers.
- * To have a clear understanding of the job including duties, responsibilities, support person structure and time commitment.
- * To have volunteer time used wisely.
- * To know as much as possible about the Library's policy, people and programs and to be kept informed.
- * To proper working conditions.
- * To receive continuing education for the job.
- * To receive prompt response and feedback.

Volunteer Responsibilities

Volunteers also have specific responsibilities, not only to the division where they help, but to the Napa City-County Library. As a volunteer, you are free to set your work schedule, but you must be prepared to fulfill your volunteer commitments. These include:

- * To be open and honest regarding intent, goals and skills.
- * To accept only realistic assignments and have a clear understanding of the job.
- * To carry out duties promptly and reliably.
- * To cooperate with the staff and accept the guidance and direction of the volunteer supervisor and Library staff .
- * To understand the function of the paid staff, maintain a smooth working relationship with them, and stay within the bounds of volunteer responsibility.
- * To participate in any training required by the Library.
- * To respect confidentiality.
- * To discuss satisfactions, dissatisfactions, or any other concerns with the volunteer supervisor so that they may be discussed and resolved.
- * To be punctual, and notify your volunteer supervisor of absences as much in advance as possible.
- * To notify the volunteer supervisor if you change or end your volunteer time with the Library.
- * To keep a record of volunteer hours by signing in and out on the clipboard in the Volunteer bin in the Volunteer and Literacy Center.
- * To wear a name badge that identifies you as a Library Volunteer.
- * To be alert, sober and drug free while volunteering.



Starting Out

Starting Out

It is the policy of the Napa City-County Library to consider applicants for volunteer services based on qualifications for the job and fitness for client service. This will be done without regard to race, religion, national origin, sex, age or disabilities.

The first contact with the Napa City-County Library is through the Library's Volunteer and Literacy Center, where applications for service are accepted and preliminary interviews are conducted. The volunteer supervisor screens applications and gives careful consideration to experience, skill, aptitude, reliability, and character of applicants. The head of the Library division where the service is needed may participate in the final decision regarding assignment.

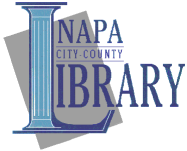
After applicants have been accepted for service, the volunteer supervisor schedules attendance at an orientation program, at which time this Library Volunteer Orientation Manual will be presented. The volunteers are asked to schedule time to read and understand both it and the Library Policy Manual. Training for each assignment and the introduction of the volunteer to a Library staff support person will follow orientation.

Before beginning each shift, volunteers are required to stop in at the Library Volunteer Center to report in. We ask that you:

- * Sign in when starting your shift. The sign-in provides a record of your volunteer participation as well as data for analysis of Library volunteer service and reporting to the California State Library.
- * Notify your support person when beginning or ending your shift. If after your shift you have no replacement, notify your support person.
- * Wear a Napa City-County Library volunteer name badge while working. The name badge identifies our staff, including volunteers, to each other and to the public. Please leave your coat, pack, or other personal items in the Volunteer Center during your shift.
- * Notify your support person of absences so that he or she can adjust work loads. Notify the volunteer supervisor so that he or she can find a substitute for you if you are going to miss a shift. Please give at least 24 hours advance notice, when possible.

Record Keeping

Sign in and out of the building each time you volunteer. The records are used to maintain accurate, up-to-date figures on the number of hours contributed by Napa City-County Library volunteers and may be important to you in filing your income taxes. These figures are reported to the California State Library. Support staff will know where to find you in an emergency if you have listed the site of your volunteer service when you sign in. Individuals engaged in approved volunteer projects are covered by Napa County insurance. Napa City-County Library includes the number of volunteer hours donated to the library in the end-of-the-year report.



General Policies

Safety

Volunteers are responsible for:

- * Knowing and following the safety rules as explained by the volunteer supervisor or support person.
- * Supporting efforts to promote safe working conditions and habits.
- * Reporting immediately all unsafe work conditions to the volunteer supervisor or support person.

Safety Rules for Volunteers:

- * **Accident Reporting:** Volunteers must report immediately all personal injuries, vehicle accidents and incidents to the volunteer supervisor or support person. They should maintain contact with their work site and provide updates on their condition when off due to injury or accident.
- * **First Aid:** First aid kits are located in the Volunteer Center, the Library Business Office, and the staff break room. Volunteers should know their location.
- * **Fire Plan:** Your support person will show you where the fire plan is for your work area. Be sure you know your nearest exit in case of fire.
- * **Office Safety:** Office work is not hazardous, but accidents do happen! Most are preventable if we identify common hazards and preventive measures. Volunteers should learn the numbers to call for fire or medical emergency. These are found in the front of this manual.

Emergency Plan

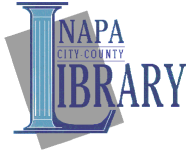
- * Remain calm
- * Notify your support person and Library patrons of the emergency (example: fire).
- * Call 911. If available, a staff office person will call 911. When calling, stay on the phone and give all information including address, type of emergency and response needed. If it is safe to stay on premises, do not hang up the telephone. If it is unsafe, move to a safe telephone.
- * If a fire is contained it probably can be put out with extinguishers. Ask your support person for information about the location and use of fire extinguishers.
- * Evacuate if necessary. Your support person will be in charge of evacuation. Office personnel and volunteers will assist as directed.

In case of earthquake:

- * Keep calm and remain indoors away from windows.
- * Keep Library patrons indoors. Move as many patrons under doorways or into halls as possible.
- * Remain with patrons until your support person or Library administrator gives further instructions.

Cleanliness

It is the intent of Napa City-County Library to maintain high standards of quality and cleanliness. Volunteers, while on duty, are expected to be clean and to dress appropriately. Shorts, sandals, and similar attire are not appropriate for service in the Library. A neat appearance presents to the public our concern about professional behavior.



Volunteer Guidance

Code Of Ethics For Volunteers

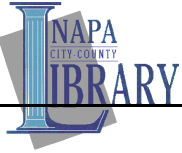
As a volunteer, believing that the Napa City-County Library has a real need of my services, I realize that I am subject to a code of ethics similar to that which binds the professionals in the field in which I will be helping.

To accomplish this service I will:

- * Be punctual and conscientious in the fulfillment of my duties and accept supervision graciously.
- * Conduct myself with dignity, courtesy, and consideration.
- * Consider as confidential all information that I may hear directly or indirectly concerning a client.
- * Interpret volunteer to mean that I have agreed to work without pay. I will try to make my work of the highest quality, just as the paid staff are expected to do their work.
- * Promise to bring to my work an attitude of open- mindedness. I will be non-judgmental. I am willing to receive training and will show interest and attention. I will take any problems or suggestions to my support person.
- * Find out how I can best serve the activity for which I have volunteered. I will offer only as much as I am sure I can give.
- * Realize that I must live up to my word. Therefore, I will be careful that my agreement is simple and clear and it cannot be misunderstood.
- * Believe that my attitude toward volunteer work should be professional. I believe that I have an obligation to my work, to those who supervise me, to my fellow workers, to those who benefit. I will uphold the traditions and standards of Napa City-County Library and will interpret them to the community at large.
- * Notify my support person if I want to end my assignment.

In Closing

We appreciate your willingness to volunteer with Napa City-County Library. We hope you will enjoy your experience as a volunteer. As you learn your volunteer duties, feel free to ask questions. Our staff is pleased to have your assistance and is happy to help you become familiar with the Library and your assignment. Your commitment and that of volunteers like you allows the Library to most effectively serve our patrons' needs. Thank you.



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