



# Volunteer Handbook

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Pierce County Library System  
3005 112<sup>th</sup> St E.  
Tacoma, WA 98446  
[piercecountylibrary.org](http://piercecountylibrary.org)

Volunteer Services  
Phone: 253-548-3418  
Fax: 253-536-6033

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## Welcome

Dear Volunteer,

Welcome and thank you for volunteering with Pierce County Library System!

As a Library volunteer, you will provide valuable support for professionally trained librarians and staff throughout the system. Working under the supervision of library staff, volunteers provide assistance with a wide range of library functions, ranging from clerical support in branches and departments to skilled assistance with projects and programs. Your time is important to us and a vital asset to the Library System.

We hope that volunteering with the Library is a positive and meaningful experience for you. Volunteering offers a wide range of benefits, from skill development to the satisfaction of contributing to your community.

Again, thank you for the generous gift of your time and talents. We appreciate all that you do!

Sincerely,

Joy Kim  
Customer Experience Manager  
Outreach and Community Engagement

## **About Us**

Pierce County Library System's 20 libraries bring people together, enrich lives and provide children and adults with opportunities to learn.

- The libraries offer families and children fun, learning and free access to 1 million books, CDs and DVDs, and numerous events to help kids read and do their homework.
- Libraries are key to successful communities and families.

## **Mission, Vision, Values**

### **Mission Statement**

To bring the world of information and imagination to all people of our community.

### **Vision**

We are the community's choice for the discovery and exchange of information and ideas.

### **Values**

We value...

- Customer service excellence
- Freedom of expression and free flow of ideas
- The diversity of people we serve, their opinions, capabilities, needs and interests
- The power and worth of words and images
- Equitable access to all library resources and services
- Responsible stewardship of public funds
- Creative solutions by solving problems in innovative ways
- Our diverse, skilled, and knowledgeable employees working in a safe and stimulating environment

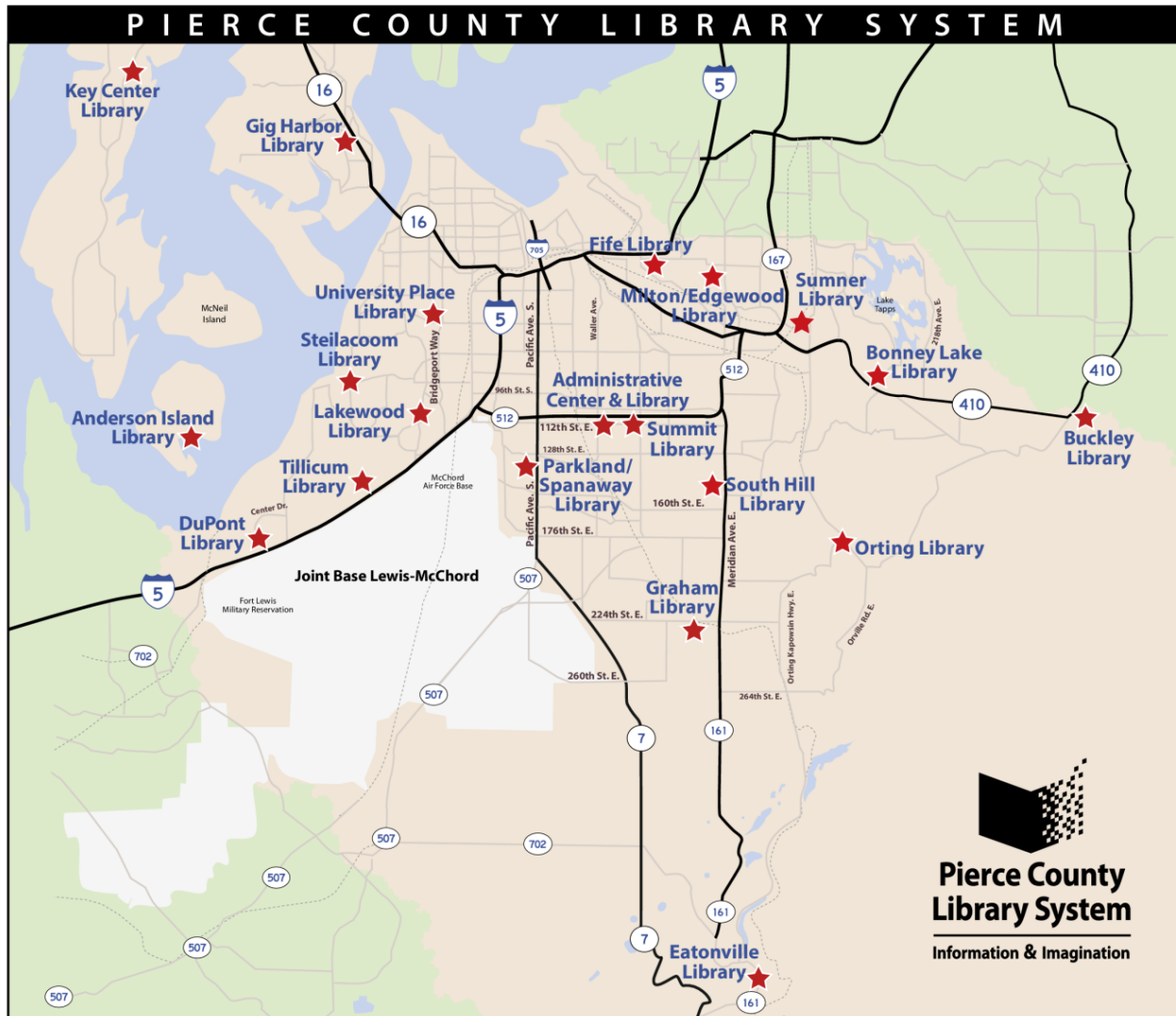
## **Board Policies**

Board Policies reflect the operating philosophy of the Pierce County Library System. Policies are decided upon in open session of the Library Board and are part of public record.

All Board Policies can be found the Library website at:

<http://www.piercecountylibrary.org/about-us/policies/Default.htm>.

# Locations



**Administrative Center & Library**  
 3005 112th St. E. • Tacoma, WA 98446-2215  
 253-548-3300

**Anderson Island Pierce County Library**  
 Anderson Island Community Club  
 11319 Yoman Road  
 Anderson Island, WA 98303  
 253-548-3536

**Bonney Lake Pierce County Library**  
 18501 90th St. E. • Bonney Lake, WA 98391  
 253-548-3308

**Buckley Pierce County Library**  
 123 S. River Ave. • Buckley, WA 98321  
 253-548-3310

**DuPont Pierce County Library**  
 1540 Wilmington Drive  
 DuPont, WA 98327  
 253-548-3326

**Eatonville Pierce County Library**  
 205 Center St. W. • Eatonville, WA 98328  
 253-548-3311 - inside town  
 360-832-6011 - outside town

**Fife Pierce County Library**  
 6622 20th St. E. • Fife, WA 98424  
 253-548-3323

**Gig Harbor Pierce County Library**  
 4424 Point Fosdick Drive N.W.  
 Gig Harbor, WA 98335  
 253-548-3305

**Graham Pierce County Library**  
 9202 224th St. E. • Graham, WA 98338  
 253-548-3322

**Key Center Pierce County Library**  
 8905 KPN • Lakebay, WA 98349  
 253-548-3309

**Lakewood Pierce County Library**  
 6300 Wildaire Road S.W.  
 Lakewood, WA 98499  
 253-548-3302

**Milton/Edgewood Pierce County Library**  
 Surprise Lake Square  
 900 Meridian Ave. E., Suite 29  
 Milton, WA 98354  
 253-548-3325

**Orting Pierce County Library**  
 202 Washington Ave. S.  
 Orting, WA 98360  
 253-548-3312

**Parkland/Spanaway Pierce County Library**  
 13718 Pacific Ave. S. • Tacoma, WA 98444  
 253-548-3304

**South Hill Pierce County Library**  
 15420 Meridian E. • South Hill, WA 98375  
 253-548-3303

**Steilacoom Pierce County Library**  
 2950 Steilacoom Blvd.  
 Steilacoom, WA 98388  
 253-548-3313

**Summit Pierce County Library**  
 5107 112th St. E. • Tacoma, WA 98446  
 253-548-3321

**Sumner Pierce County Library**  
 1116 Fryar Ave. • Sumner, WA 98390  
 253-548-3306

**Tillicum Pierce County Library**  
 14916 Washington Ave. S.W.  
 Tacoma, WA 98498  
 253-548-3314

**University Place Pierce County Library**  
 3609 Market Place W.  
 University Place, WA 98466  
 253-548-3307

[piercecountylibrary.org](http://piercecountylibrary.org)

To request this document in an alternate format, call 253-548-3426, or Washington Relay TTY 711. 10/15

## **Friends of the Library**

Friends of the Library groups support their community libraries in many ways, from raising funds through book sales and other activities, to advocating and raising awareness of library services, needs and goals in the community. Being a Friend of the Library is one way to help your local branch better serve its community.

While some Friends of the Library offer support primarily through membership, others become involved more actively by participating in Friends board meetings, supporting library programs, sorting book donations, and offering support at community outreach events. Friends who are involved at this level represent the Library to customers and have access to staff work areas, so they are required to complete the Library's volunteer application process, including background checks, and to report their volunteer hours to the branch's site supervisor.

## **Volunteer Opportunities**

Detailed descriptions may be found on the Library's website for individual volunteer opportunities. Availability of volunteer opportunities varies seasonally and by Library location.

[Link to Volunteer Opportunities](#)

## **Volunteer Benefits**

The benefits of volunteering at the Library include:

- Making important networking contacts
- Learning or developing new skills
- Gaining work experience
- Building self-esteem and self-confidence
- Meeting new people
- Feeling needed and valued
- Making a difference in someone's life

## **Income Tax Deductions**

Certain expenses (including expenditures for transportation) incurred by a volunteer on behalf of his or her institution may be deducted for federal income tax purposes, provided the volunteer is not reimbursed and the expenses are itemized on the proper tax return. A complete description of federal tax deductions applicable to volunteering is available free on the IRS website @ <http://www.irs.gov/formspubs/index.html>. Please type "Publication 526" in the Search tab to find the "Charitable Contributions" publication.

# **Volunteer Policies and Procedures**

## **Appearance**

Volunteers are representatives of the Library while on duty and should present a clean and neat appearance. Volunteers should dress comfortably but appropriately for their assigned tasks and for a business environment. Volunteer supervisors can provide additional guidance on branch/department expectations and may require modifications of dress or grooming to meet standards and to ensure safety.

## **Background Checks**

In order to protect customers, staff, and other volunteers, the Library performs Washington State Patrol background checks at the time of a volunteer's initial application.

## **Changes in Personal Information**

Volunteers should report changes in personal contact information (i.e. address, phone, etc.) to their volunteer supervisor promptly after they occur.

## **Confidentiality**

During the course of volunteer work, volunteers may encounter confidential records and information such as customer names, addresses, and information about what materials are checked out on a library card. Volunteers may not discuss or share this information, and should bring any questions regarding confidentiality to their volunteer supervisor. Any confidentiality violation may be grounds for immediate discipline. See also: [Confidentiality of Library Records and Customer Files Board Policy](#)

## **Drugs & Alcohol**

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

## **Harassment**

The Library is committed to maintaining a productive and pleasant workplace atmosphere. If a volunteer witnesses or experiences harassment from a staff member, fellow volunteer, or member of the public, they should immediately report the incident to their volunteer supervisor so it can be investigated and addressed.

## **Name Tags/Lanyards**

At the beginning of each shift, volunteers should obtain a name tag from their supervisor and wear it during the performance of their assigned duties. This will help customers and staff members easily identify volunteers in the staff and public areas of the library.

## **Orientation/Training**

Volunteers will receive a general introduction to the Library, training for their volunteer assignment, and an electronic or printed copy of this handbook from their volunteer supervisor.

## **Performance**

When a volunteer's performance does not meet expectations, volunteer supervisors will make reasonable attempts to help the volunteer to improve. However, serious behavior or conduct issues will be reported to the Staff Experience Director and the Customer Experience Manager for Outreach and Community Engagement for review and resolution. The Library reserves the right to suspend volunteer service temporarily or permanently.

## **Personal Property**

The Library is not responsible for personal belongings. Common space will be provided for the storage of these items during volunteer shifts, but it is the responsibility of the volunteer to secure their personal property.

## **Safety**

- **Lifting:** Volunteers should not attempt to move or lift excessively heavy loads or objects without assistance.
- **Machinery & equipment:** Volunteers should not operate equipment or machinery unless instructed, trained, and authorized to do so by their supervisor.
- **Accident or personal injury while on duty:** Volunteers must report any accidents or personal injuries immediately to their supervisor. Volunteer supervisors must complete accident reports for all incidents of this nature.
- **Washington State Industrial Insurance:** All volunteers are covered by Washington State Industrial Insurance while performing volunteer duties. Volunteers should log all hours worked via their online timesheet. Documentation may be necessary to confirm insurance coverage.

The **Administrative Center & Library** has red placards posted in all work areas instructing personnel where to report in the event of an emergency, fire, or disaster. **Branch libraries** have similar, but individual emergency plans. Volunteer supervisors can provide information regarding branch/department emergency plans.

## **Schedules**

Volunteer schedules will be established at the time of placement. Some volunteer opportunities have regular schedules, and others have more flexible schedules. It is important for the Library to be able to rely on a volunteer's timely and consistent attendance. Volunteers should notify their volunteer supervisor if they will be absent, late, or unable to continue volunteering with the Library. Failure to report for three (3) or more consecutive shifts without notification may be considered a resignation from the volunteer program.

## **Smoking**

Smoking is prohibited in all public facilities in Pierce County and within 25 feet of all doors. As of April 2, 2012 smoking is prohibited in all Pierce County Library owned properties, buildings, and vehicles.

## **Telephones**

Library telephones are for official business and are not to be used for personal calls. Only personal calls of an urgent nature will be relayed to volunteers while on duty.



**Timesheets**

Each volunteer is responsible for logging their service hours via our online volunteer software, Volgistics. A login and password will be provided at the time of placement. Recording hours not only ensures that volunteers receive proper credit for hours worked, but is necessary for coverage by Washington State Industrial Insurance. Volunteer supervisors can provide a Letter of Verification of hours served or a copy of a volunteer's timesheet record.

**Separation**

Volunteer service may end at any time at the discretion of the volunteer or the Library. Volunteers should notify their supervisor if they decide to resign from the volunteer program.

Grounds for involuntary separation from volunteer service include failure to meet the requirements of their volunteer job descriptions, violation of the Library Rules of Conduct, or violation of the procedures and policies established in this handbook. This list is not comprehensive; all unacceptable behavior and violations of policy will be considered on a case-by-case basis.