

Volunteer Handbook

May 2021

Shelby County
public
Library

SHELBY COUNTY, INDIANA

1) Welcome!

The Shelby County Public Library is glad to have you as a volunteer. Our number one job is to serve the public, and then you can do all your assigned duties. This handbook will give you guidelines on many different areas of the library and how it is ran. If you still have questions, contact your library staff.

2) Library Information

<u>Main Library</u>	<u>Carnegie East Wing</u>
57 W. Broadway Shelbyville, In 46176	33 W. Broadway Shelbyville, IN 46176
Mon–Thurs: 9:00 am to 9:00 pm Fri: 9:00 am to 7:00 pm Sat: 9:00 am to 5:00 pm Sun: Closed	Mon–Thurs: 9:00 am to 8:45 pm Fri: 9:00 am to 6:45 pm Sat: 9:00 am to 4:45 pm Sun: Closed
(317) 398-7121 (317) 835-2653	(317) 398-7002
<u>Genealogy and History Department</u>	<u>Morristown Branch</u>
33 W. Broadway Shelbyville, IN 46176	127 E. Main St. P.O. Box 698 Morristown, IN 46161
Mon-Thur: 9:00 am to 8:45 pm Fri: 9:00 am to 6:45 pm Sat. 9:00 am to 4:45 pm Sun: Closed	Mon-Tues: 10:00 am to 6:00 pm Wed: 12pm to 8:00pm Thur: 10:00 am to 6:00 pm Fri. 10:00am to 6:00 pm Sat: 9:00 am to 5:00 pm Closed for Lunch 12:30-1:00pm M,T, Th, F,S W 2:00-2:30pm Sun: Closed

3) Mission Statement

The Shelby County Public Library is a community resource committed to promoting life-long learning and facilitating discovery

4) Chain of Command

- 1) Director
- 2) Department Team Heads
- 3) Assistant Department Team Heads
- 4) Assistants
- 5) Clerks
- 6) Library Aides

5) Closures

The board of trustees determines that the library will be closed on:

- 1) New Year's Day
- 2) Memorial Day
- 3) July the Fourth
- 4) Labor Day
- 5) Thanksgiving Day
- 6) Christmas Eve
- 7) Christmas Day

In the event of inclement weather, library hours will be maintained at the discretion of the Director.

6) Code of Conduct

- Being under the influence of illegal drugs, alcohol, or controlled substances on library property or time is prohibited
- The distribution, manufacture, possession, sale, or purchase of controlled substances on library property or time is prohibited
- Volunteers who commit infractions, misdemeanors, or felonies that could impede their job duties may be asked to take a leave of action, be subject to disciplinary action if it is on library property/time, or be terminated
- Volunteers must leave any firearms at home or in their vehicle while at work
- The Library Patron Policy applies to volunteers with exception to: drink/food near computers and sound on headphones can be used without headphones if in office
- Volunteers should limit their internet use to work related for much of the time they are on the clock. Patron computer policy applies

- If headphones are needed to watch video or listen to audio, for safety and communications purposes use only one earbud or headphone
- Social Media
 - You may access your personal accounts at work but we expect you to remain productive and expect that you act responsibly. Keep in mind that you still represent the library

The following items may not be brought into the library building or its branches:

- Animals (exception trained service animals)
- Bicycles
- Laser pointers
- Roller blades or skates
- Scooters
- Skateboards

7) Dress Code

Volunteers of SCPL are expected to represent the library well. It is the policy that all volunteers maintain and present themselves professionally and in such a manner that their hygiene and personal appearance addresses their safety, allows for the physical requirements of duties, and conforms to community standards.

Acceptable clothing includes:

- Jeans with no holes or frayed ends
- Tees
- Skirts and dresses at an appropriate length
- Khakis/dress slacks
- Leggings paired with shirt that extends to thigh
- Unacceptable clothing includes:
 - Excessively short skirts, shorts, or dresses
 - See through/low cut tops
 - Shirts with offensive, drug related, political, or religious logos, images, text, etc.
 - Tattoos or piercings that display profanity or offensive images must be covered

8) Harassment

Harassment is a broad term and can include, but is not limited to the following:

- Commenting derogatorily on a person's ethnic heritage or religious beliefs
- Engaging in frequent or unwanted advances of any nature
- Ridiculing someone in front of others or singling them out to perform tasks unrelated to their job
- Sabotaging someone's work on purpose

Sexual harassment refers to the unwelcome and offensive conduct of a sexual nature with the purpose of unreasonably interfering with the individual's work environment. It may create an intimidating, hostile, or offensive work environment.

Such harassment may take the form of any or all of the following:

- Displays of a lewd or pornographic nature
- Jokes of a sexual nature
- Other verbal or physical conduct of a sexual nature
- Requests for sexual favors
- Submission to or rejection of such conduct being used as a basis for employment decisions affecting the employee
- Submission to sexual conduct being made a condition of employment
- Unwelcome sexual advances

9) Grievance Procedure

- Express the problem in writing with your Department Team Head, if possible, using the Incident Report form
- If a satisfactory resolution cannot be achieved, arrange for a meeting between the aggrieved party and the Department Team Head
- If a satisfactory resolution is not achieved, the Department Team Head will arrange for a discussion meeting between the aggrieved party and Director of the Library

10) Severe Weather Policy

In a tornado or other severe weather, staff members will instruct patrons and volunteers to go to the lower level to a designated place. A staff member may be posted at the entrance to intercept patrons entering the building. All staff and volunteers should report to the designated place on the lower level until an "all clear" sign is given. Your supervisor will review weather instructions periodically.