



# UNIVERSAL CITY PUBLIC LIBRARY VOLUNTEER APPLICATION

100 Northview Drive, Universal City Texas, 78148 (210) 659-7048

Name \_\_\_\_\_ Date \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Telephone Number (Best number to reach you) \_\_\_\_\_

Email \_\_\_\_\_

***We do not accept court-ordered community service.***

**In case of emergency contact:**

Name \_\_\_\_\_ Telephone \_\_\_\_\_

(Relationship)

**Employment/Volunteer Experience:**

Special skills/Interests \_\_\_\_\_

Job Experience \_\_\_\_\_

Volunteer Experience \_\_\_\_\_

**Reference (Not a Relative)**

Name \_\_\_\_\_ Phone \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

I can make a commitment of: 3 months \_\_\_\_ 6 months \_\_\_\_ 1 year \_\_\_\_ other \_\_\_\_\_

**When can you work?**

	Tues	Wed	Thurs	Fri	Sat
<b>A.M.</b>	____ to ____				
<b>P.M.</b>	____ to ____				

**Check the types of work situations you would be interested in:**

Front desk, Computer, Customer Assistance \_\_\_\_\_ Library Program Support \_\_\_\_\_  
Shelving & Materials Assistance \_\_\_\_\_ Other \_\_\_\_\_

**I certify that all statements on this application are true to the best of my knowledge. I give permission for the reference to be contacted.**

Signed \_\_\_\_\_ Date \_\_\_\_\_

Parent/Guardian Signed \_\_\_\_\_ Date \_\_\_\_\_

# Universal City Public Library

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## LIABILITY WAIVER

I, \_\_\_\_\_ do hereby agree to inform Universal City Public Library staff and/or Director **immediately** of any injuries that occur while performing volunteer duties.

Signed \_\_\_\_\_ Date \_\_\_\_\_

## CONFIDENTIALITY STATEMENT

I realize that in my capacity as a Universal City Public Library volunteer I may come in contact with confidential information. I do hereby agree to protect this information to the best of my abilities as a volunteer and not to divulge it during or after my services as a volunteer has ended.

Signed \_\_\_\_\_ Date \_\_\_\_\_

## VOLUNTEER STATEMENT

I sought out and independently volunteered my services to the Universal City Public Library. I understand that volunteer work is unpaid and I will not be entitled to wages for the duration of the time I work at the Library. In addition, I acknowledge that my volunteer services can be terminated at any time for any reason. I acknowledge to follow all library rules and policies as well as policies set forth by the City of Universal City.

Signed \_\_\_\_\_ Date \_\_\_\_\_

# **Universal City Public Library Volunteer Procedures / Policy**

## **Statement of Purpose**

The Universal City 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. The library and its volunteers work together to meet the goals and mission of the organization.

Volunteers are expected to act in accordance with library policies and to reflect positive customer service attitudes to all library patrons. The Universal City Public Library shall make use of the services of interested volunteers to supplement and not to replace the work done by library staff.

## **Definition of a Volunteer**

A volunteer shall be considered as any individual, 13 years of age or older, who contributes time, energy and talents directly or on behalf of the Universal City Public Library and is not paid by Library funds.

## **What we look for in a Volunteer**

- Possess qualities of maturity and reliability
- Flexible, willing, and able to perform duties assigned

- Willing to adhere to library policies and rules
- Willing to be a part of the library team

## **How to Become a Volunteer**

- All individuals interested in becoming a volunteer are required to fill out a Volunteer Application Form.
- The Volunteer Coordinator, Library Director, or Youth Librarian will review the completed application form.
- Volunteers are selected based on their qualifications and the amount of work available in relation to the needs of the library at any given time.
- If selected, volunteers will be contacted for an interview.
- If not selected, applications will be kept on file for one year.
- Volunteers under age eighteen must have the application signed by a parent or legal guardian.
- Acceptance of an application is at the library's discretion. The library does not accept court-ordered community service volunteers.

## **Supervision**

Each volunteer is expected to follow the procedures established by that of the Library Director, Youth Librarian, or the Volunteer Coordinator. Volunteers should feel free to ask any questions or report any problems or concerns about their assignment to the Volunteer Coordinator, Youth Librarian, or Library Director. Volunteers are expected to perform their assigned duties and adhere to library staff instruction. All volunteers should keep the Volunteer Coordinator and/or designated library staff informed of their projects and work status, and of their comings and goings in the library.

## **Orientation and Training**

Before beginning a volunteer assignment, the Volunteer Coordinator will make every effort to conduct the following:

- Take the volunteer on a tour of the building.
- Review library and volunteer policies.
- Review job duties and expectations.
- Confirm work dates, times, and anticipated duration of the assignment.
- Review sign-in and sign-out procedures.
- Discuss procedures for obtaining, using, and caring for needed supplies, as applicable.
- Provide safety orientation.
- Review locations of parking, restrooms, water fountains, first aid kits, and places for personal items such as purses/coats, etc.

## **Volunteer Opportunities**

Tasks that may be performed by volunteers are listed below; however not all opportunities are always available.

- Assist library staff with circulation tasks at the desk.
- Assist patrons with locating materials in the library, navigating the online catalog and searching for materials.
- Assist patrons with computer use, printing, and faxing.
- Shelf library materials, organize, and tidy shelves.
- Light cleaning assignments.

- Help with programs and projects (craft prepping or helping with displays).
- Shelving books, audiobooks, DVDs, and other materials in the library.
- Shelf reading & organization (making sure items are in the correct spot).
- Cleaning of library materials such as DVDs and audiobooks.
- Book repair.
- Assisting with book, audiobook, and DVD processing.
- Assisting with cataloging of new materials (dependent upon experience, availability, and training requirements).
- Assist with craft prepping or program prepping for library sponsored events.
- Assist with library programming events.
- Prep, prepare, and conduct library programming (must adhere to the library Program Policy and be director approved).

## **Guidelines for Volunteers**

1. Volunteers work hours at the library when the library is open for business or at the express permission of the Library Director when the building is closed to the public.
2. Volunteers should notify the Volunteer Coordinator or designated staff member as soon as possible if they know they will be late or absent.
3. 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.
4. Volunteers must sign in and sign out of the volunteer log.
5. Volunteers should always wear a volunteer badge while working in the library.
6. Volunteers are ambassadors for the library and need to present a positive image to the public.

It is expected that each volunteer's dress and grooming will be appropriate for a business environment and in keeping with his or her work assignment.

7. Volunteers should maintain a professional, respectful, and friendly demeanor at all times with the staff and the public. Volunteers can assist the public with questions about the library but should always defer to a staff member if the question is best deemed appropriate to professional library staff.

8. Volunteers will be familiar with and agree to abide by the library's Confidentiality of Library Records policy, as well as all other library rules and policies.

9. Volunteers will work with all library staff to ensure a safe and positive working environment.

10. 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.

11. Library owned equipment and supplies are for library use only and may not be used for personal business.

12. Volunteers are asked to be always alert to safety hazards and to report unsafe acts or conditions to a staff member or Library Director. Volunteers should also notify the Library Director of any assignment which causes physical discomfort, or which could lead to personal injury.

14. Volunteers who fail to meet the requirements of the job descriptions, violate library policies, or violate city, local, state or federal law while working at the library, are subject to dismissal.

15. To end a volunteer commitment, you must notify the Volunteer Coordinator and Library Director of that decision with an effective date. Volunteers that end their commitment but wish to volunteer again in future must wait 60 days to reapply.

16. Use of alcohol or illegal drugs in the workplace is prohibited, as is the abuse of any drug or

alcohol, or reporting for duty under the influence of drugs or alcohol.

17. All volunteers and city employees, both male and female, are strictly prohibited from sexually harassing or making improper advances towards other volunteers, guests, and employees. 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 of 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.