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 Yonah Road
Anderson Island, WA 98303
253-548-3306

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
360-632-6011 - outside town

Fife Pierce County Library
6222 20th St. E. • Fife, WA 98424
253-548-3323

Gig Harbor Pierce County Library
4414 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
8965 N.W. • Lakebay, WA 98349
253-548-3309

Lakewood Pierce County Library
4930 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 98344
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
5147 112th St. E. • Tacoma, WA 98446
253-548-3321

Summer Pierce County Library
1116 Fryer 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
Transform this document into an alternate format, call 253-340-0404, or Washington Relay (TDD/TT) 711.
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.

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](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.