

ARAPAHOE LIBRARIES VOLUNTEER HANDBOOK

THANK YOU FOR DECIDING TO BE AN ARAPAHOE LIBRARIES VOLUNTEER.

WE ARE DELIGHTED YOU HAVE CHOSEN TO HELP US MAKE THE LIBRARIES THE BEST THEY CAN BE. YOU HELP US MAINTAIN PRESENT SERVICES AND EXPAND INTO NEW AREAS. WE WOULDN'T BE WHERE WE ARE TODAY WITHOUT VOLUNTEERS LIKE YOU, AND WE HOPE YOU FIND YOUR VOLUNTEER WORK WITH US AN ENRICHING AND REWARDING EXPERIENCE.

IF YOU HAVE ANY QUESTIONS, PLEASE DON'T HESITATE TO ASK.





All about Arapahoe Libraries

The Arapahoe Libraries operates eight libraries, a Mobile Library Services department and a library at the County Detention Center funded by the Arapahoe County Sheriff's Department. A seven-member Board of Trustees sets the library budget and determines policy.

Arapahoe Libraries was established in 1966 to provide public library service to all residents of Arapahoe County except those living in the cities of Littleton, Englewood and Aurora, which are served by libraries funded by their respective city governments. However, all residents are able to participate in an extensive reciprocal library borrowing program, thanks to cooperation among Colorado libraries.

Funding for the Arapahoe Libraries is provided primarily through a property tax mill levy and any increase in the mill levy must be approved by a vote. Other revenue sources include grants, interest on investments and any fines or fees collected by the libraries.

In addition, the non-profit Arapahoe Libraries Friends Foundation was established in 1990 to raise additional funds from the private sector. The Foundation partners with another group, the Friends of the Arapahoe Libraries, which was established in 1995 to support a variety of library programs and services.

All about Arapahoe Libraries Volunteers

Volunteers have always served a vital role in the Arapahoe Libraries. Along with the tangible work they accomplish, our volunteers are our best ambassadors in the community.

Each of our libraries has a designated staff member – the Library Volunteer Contact – chosen to work with and support our volunteers. These employees interview, place and schedule the volunteers for the branch in which they work. They also serve as the on-site “go-to” person and are prepared to answer questions, provide help and train volunteers for their specific library. In many respects, the Library Volunteer Contact serves as the volunteer supervisor. Volunteers often work with other library staff as well.

Arapahoe Libraries’ Volunteer Services Specialist works closely with each of the Library Volunteer Contacts to create and establish standard volunteer guidelines and to provide recognition to the volunteers who serve us so well.

When you start your volunteer service, you will be assigned a Library Volunteer Contact. This person will help you work out a schedule that is mutually agreeable, train you on the skills you will need to perform your various tasks, and serve as your staff contact in the library.

Once your schedule is set, we count on your time commitment. If for any reason you are unable to arrive at your scheduled time, please call and let us know. If you are having difficulty with your schedule or the assignment you’ve been given, please consult with your Library Volunteer Contact or the Volunteer Services Specialist.

Because we place a high value on volunteer service, we incorporate a Volunteer Agreement and an informal evaluation process as an important part of our relationship with you. The Volunteer Agreement is a simple document which outlines the expectations you have and the expectations Arapahoe Libraries has of you as a volunteer. You will receive this document and be asked to sign it before you begin your service.

The informal evaluation process is defined as on-going mutual communication between you and your Library Volunteer Contact, and if desired, the Volunteer Services Specialist. We see the Volunteer Agreement and the evaluation process as a means to ensure that the volunteer relationship is rewarding and beneficial for everyone.

As a volunteer, you are considered an adjunct member of our staff, and as such are expected to contribute to the positive environment we strive to maintain. Here are a few guidelines we ask you to follow while volunteering in the libraries:

- Please limit personal conversations in public areas
- If a patron asks you for help, please direct them to the appropriate staff member
- Please use phones in the workroom or lounge for personal calls
- Never discuss with others what you see a patron use or check out of the library
- Report any on-the-job accident or illness to your supervisor immediately



Disciplinary Procedures

Volunteers are expected to meet the same standards of professionalism required of library staff. An unsatisfactory volunteer is an unfair burden upon fellow volunteers and library employees; therefore, those who fail to meet the requirements of the job descriptions or who violate library policies are subject to dismissal.

Leaving the Volunteer Program

To discontinue your volunteer service, please notify your Library Volunteer Contact or the Volunteer Services Specialist to let them know your intended last day. On your last day of service, please remember to turn in your name badge and any other volunteer-related Arapahoe Libraries property. In order to maintain security, access to the library is limited to public areas only once your volunteer service has been discontinued.

The Library Volunteer Contact or the Volunteer Services Specialist may conduct an exit interview with you in order to gain valuable insight and feedback regarding your experience with Arapahoe Libraries volunteer program.

We know you have many options to serve in the community. We want to thank you for donating your energy and time to the Arapahoe Libraries, helping us to bring the many gifts of the library to the people of our community.

Holidays

Holidays: All Locations are closed on these dates:

New Year's Day
Martin Luther King, Jr. Day
Presidents' Day
Easter
Memorial Day
Independence Day
Labor Day
Veterans Day
Thanksgiving
Day after Thanksgiving
Christmas Eve
Christmas Day



Arapahoe Libraries Mission Statement

Arapahoe Libraries is dedicated to being the best public library district for the communities we serve by providing outstanding and personalized service to everyone seeking access to the world of information and ideas. We accomplish this by:

Vision

Our vision is a literate, informed, and fulfilled community.

Mission

The mission of Arapahoe Libraries is dedication to being the best public library for the communities we serve by providing outstanding and personalized service to everyone seeking access to the world of information and ideas.

Values

Arapahoe Libraries embraces the following values:

- Focus on our customers and anticipate their needs
- Value integrity, inclusion, learning and fun
- Act with courage, respect, empathy and passion

Goal & Objectives

Arapahoe Libraries' goal is to transform lives by meeting the shared and individual needs of our community through two core objectives:

1. "Increase Literacy Empowerment" by preparing our youngest to learn to read and helping others learn to thrive in difficult times, and
2. "Build Community Connections" by connecting people as resources for each other, virtually and in person.

Volunteer Mission Statement

Arapahoe Libraries' volunteers are dedicated to supporting the mission of the Arapahoe Libraries by assisting staff with library operations, outreach to the community, fundraising and special events and enhancing the programs offered by the library to the communities being served.

Arapahoe Libraries Volunteer Agreement

This agreement is intended to indicate the seriousness with which we treat our volunteers. The intent of the agreement is to assure you of our deep appreciation for your services and to indicate our commitment to do the very best we can to make your volunteer experience at the Arapahoe Libraries a productive and rewarding one.

We, the Arapahoe Libraries, agree to accept the volunteer services offered freely by:

_____ beginning _____.
NAME (PRINT) DATE

In doing so, we commit to:

- Providing adequate information, training, supervision and assistance for you to be able to serve the public in a professional manner.
- Receiving any comments from you regarding ways in which we might mutually better accomplish our respective tasks.
- Treating all volunteers with respect and as valuable partners with the library staff in accomplishing the mission and vision of Arapahoe Libraries.

I, _____, agree to serve as a volunteer with
Name (Print)

Arapahoe Libraries. In doing so, I commit to:

- Fulfilling the duties outlined in my assignment description in a professional manner.
- Notifying my Library Volunteer Contact as soon as possible when I am sick or unable to make a volunteer shift.
- Complying with established Arapahoe Libraries rules, procedures and practices and behaving in an appropriate, businesslike manner in the library at all times.
- Undergoing a criminal background check, a requirement we have for all volunteers.
- Taking pride in the role of an Arapahoe Libraries volunteer and contributing to a mutually cooperative working relationship with staff and other volunteers.

Agreed to:

VOLUNTEER SIGNATURE DATE

LIBRARY VOLUNTEER CONTACT SIGNATURE DATE



THANK YOU

CONTACT

303-LIBRARY (303-542-7279)
or at arapahoelibraries.org

LOCATIONS

Castlewood Library

6739 S. Uinta St., Centennial, CO

Davies Library

303 Third Ave., Deer Trail, CO

Eloise May Library

1471 S. Parker Rd., Denver, CO

Kelver Library

404 E. Front St., Byers, CO

Koelbel Library

5955 S. Holly St., Centennial, CO

Sheridan Library

3425 W. Oxford Ave., Denver, CO

Smoky Hill Library

5430 S. Biscay Cir., Centennial, CO

Southglenn Library

6972 S. Vine St., Centennial, CO

Mobile Library

Visit arapahoelibraries.org/mobile-library-services for schedules and maps.

Support Services and the Arapahoe Library District Friends Foundation

12855 E. Adam Aircraft Cir., Englewood, CO