Idaho Commission for Libraries
Volunteer Handbook

Contents

Thank you for volunteering at the
Idaho Commission for Libraries

About Us

Welcome to the Idaho Commission for Libraries (ICfL)! You are an essential part of meeting our mission to assist libraries to build the capacity to better serve their communities. We recognize and appreciate your valuable contribution every day!

We strive to ensure you find your volunteer experience with us both rewarding and enjoyable. As a volunteer, you are part of the team. We want you to feel comfortable and welcomed.

Our Mission

The Idaho Commission for Libraries assists libraries to build the capacity to better serve their communities.

Our Vision

The people of Idaho recognize the ICfL as the catalyst that empowers their libraries to be community centers and inspires library staff to advocate for quality library services.

Our Values

Customer Service: We deliver high-quality customer service to internal and external customers. **Relationships:** We achieve organizational effectiveness through mutual support, trust, value, and respect. **Collaboration:** We accomplish goals using shared leadership, teamwork, and consensus. **Learning Organization:** We continuously improve services by creating, gathering, and transferring information and modifying behaviors to reflect new knowledge and insights.

Library Ideals

We believe libraries exist for the public good. They are essential to literacy and informed citizens in a democratic society. We affirm intellectual freedom, life-long learning, customer privacy, and public access to information.

We accomplish goals using shared leadership, teamwork, and consensus. Your input is vital for the success of our volunteer program and the ICfL.

Interacting with our staff, library staff, and patrons can be fun and sometimes challenging. Ideally, you will enjoy volunteering and interacting with people you meet.

Our History

Pioneer Days
Early in its statehood, stagecoaches delivered traveling libraries to Idaho settlements, mining camps, and outposts. The wooden boxes contained volumes for every age and every interest. The "Traveling Library," the precursor to the Idaho Commission for Libraries, was formed by the Columbian Club of Boise in 1899.

The 1901 Idaho Legislative Session created the State Library with an annual operating budget of $3,000. Charged with organizing new libraries and improving existing ones, Idaho took pride in its State Library services. The traveling library brought a civilizing and educational force to 51 settlements — including large towns like Boise, Moscow, and Pocatello and small ones like Preston, St. Anthony, and Salmon. By 1904, 100 communities were receiving books. Growing New Libraries

By the 1920s, every major city in Idaho and many smaller communities boasted a library. Ten of those were built with Carnegie grants. These grants required local community support, much like private and federal library grants of today. The State Library continued to deposit collections of books throughout the state. In the 1930s, continuing education to improve local library services began and continues to be in demand.

In 1957, the Idaho Legislature more than doubled the State Library's budget, allowing the agency to receive federal grants. With these monies, local libraries demonstrated innovative services such as bookmobiles and children's story times. These early grants were the precursors of the more than $1.3 million in federal funds administered by the State Library in Idaho today.

After the Library Service Act was revamped in 1964, federal dollars went toward library buildings — the final grant was awarded in 1998. In 1973, the Talking Book Library began to serve people whose disabilities made it difficult to use printed materials. Today, special playing machines and recorded books are sent statewide to provide free literature to thousands of patrons.

On to New Frontiers
In the mid-1970's, the State Library ushered in technology by awarding library automation grants. In 1998, the Libraries Linking Idaho (LiLI) network debuted. And today's state library complements its traditional services and programs with more high-tech offerings and solutions for Idaho's library community.

Whether its books or bytes, a library building or handheld device, Idahoans enjoy a wide range of library services in the ways that work best for them — today and tomorrow.

New Name for the Idaho State Library
Effective July 1, 2006, the Idaho State Library changed its name to the Idaho Commission for Libraries and the board of trustees was renamed the board of commissioners.

Programs & Services

Our mission is to assist libraries to build the capacity to better serve their communities. We accomplish this through a variety of programs and services to support Idaho public library and school library staff and their patrons. These include:

<u>Area Field Consultants for Public Libraries</u>
Provide consulting services for library development, operations, and support.

<u>DHH—BVI</u>
Resources to help libraries build the capacity for better service to patrons who are Deaf or Hard of Hearing (DHH); DeafBlind; Blind or Visually Impaired (BVI).

<u>Digital Inclusion</u>
Consulting for public libraries to acquire and maintain appropriate internet service for the library and its patrons, along with assistance in navigating the regulatory, accounting, infrastructure, and federal (E-rate: common name for the universal service Schools and Libraries Program) and state (EOR: Education Opportunity Resource) funding components of that ongoing process.

<u>Continuing Education (CE) and Training</u>
Online and face-to-face learning opportunities for Idaho library staff and grants for professional development programs and first-time conference attendance.

<u>E-Branch</u>
Enabling Idaho libraries to establish a web presence with a minimum of specialized software or technical knowledge by library staff.

<u>Emerging Trends</u>
Support to libraries in their role as informal education sources that facilitate growth, change, and knowledge in their community members in a myriad of ways, including emerging trends like virtual reality, STEM programming, and makerspaces, along with other types of trends, such as the state's growing population of mid-life adults.

<u>Idaho Library Statistics</u>
Annual comprehensive compilations of services and programs, staff, collections, service area populations, funding, technology, connectivity, use, and expenditures for Idaho public libraries.

<u>Idaho Digital E-Book Alliance (IDEA)</u>
A statewide partnership between the Idaho Commission for Libraries (ICfL), public libraries, and school libraries with the goal of expanding access while reducing barriers to digital e-books and e-audio content via OverDrive.

Let's Talk About It (LTAI)
Program that brings together humanities scholars and adult readers in public libraries to read and discuss literature that explores American values, history, culture, and more.

Libraries Linking Idaho (LiLI) Services
Through LiLI at https://lili.org, Idaho residents have free, 24/7 access to a wide range of online tools that support and enhance their education, business, and recreational needs.

Make It at the Library
Support to Idaho libraries in emerging technologies and the creation of maker spaces, which include such subjects as coding, 3D printing, and video production, and facilitates critical thinking and the 21st-century skills that employers covet.

Library Services and Technology Act (LSTA) Grants
Federal funds awarded to the ICfL from the Institute of Museum and Library Services (IMLS) through its Library Services and Technology Act (LSTA). The grant funds are utilized in support of the ICfL's programs and services.

Partnerships
The ICfL develops and maintains partnerships among Idaho libraries, agencies, organizations, and nonprofits which leverage resources for the benefit of communities throughout the state.

Read to Me (RTM) Programs
Programs, such as My First Books and Jump Start Kindergarten, that provide information, training, and resources for Idaho libraries and their community partners to help parents and caregivers foster children's literacy skills.

Talking Book Service (TBS)
The Idaho Talking Book Service is free audio book and braille library service provided for all Idaho residents with a temporary or permanent low vision, blindness, or a physical, perceptual, or reading disability that prevents them from using regular print materials.

Tweens and Teens
Information, training, and technical assistance to help Idaho libraries and their partners bridge the gap between children's and adult services.

To learn more about our specific programs, visit our website at https://libraries.idaho.gov and ask our staff!

Governance

The ICfL is in the Executive Branch of state government and is governed by the Board of Library Commissioners, which is appointed by the governor. The State Librarian, appointed by the Board of Library Commissioners, serves as the agency's chief executive.

Organization Chart
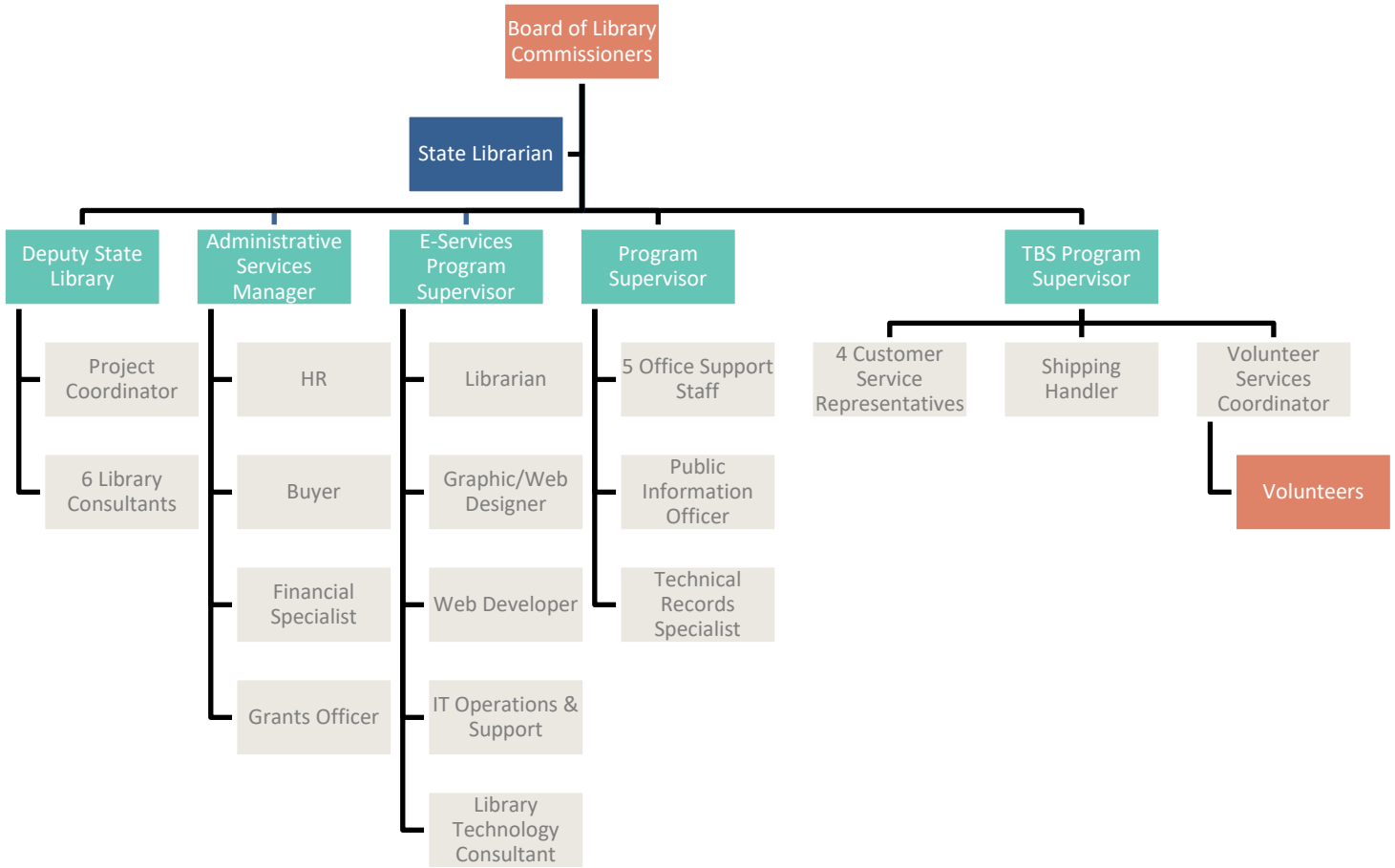
Funding

Programs and services of the Idaho Commission for Libraries are funded with state funds, appropriated by the Idaho State Legislature; federal funds, granted by the Institute of Museum and Library Services (IMLS), through its Library Services and Technology Act (LSTA); and contributions from individuals and corporations.

The Management Team, with input from Commission staff, prepares a budget that is reviewed and approved by the Board of Library Commissioners. The Commission's budget is submitted to the Division of Financial Management (the governor's budget office) and the Legislative Budget Office. Because the Commission is an executive agency, the governor includes our budget request, usually in an amended form, in his budget recommendations to the Legislature.

The Legislature has final fiscal authority and sets the budget under which the Commission will

operate in the next fiscal year. The Board of Library Commissioners can seek funds from sources other than the state's general account, for example the federal Library Services and Technology Act (LSTA) or the Idaho Council for the Humanities, but even then, the Legislature has the final say in granting spending authority for all funds administered by the Board of Library Commissioners. Board meetings are open to the public. Agendas are posted in public areas prior to each meeting.

Our operations would not be possible without your support. We rely on donations of time and funds to support many of our programs. For example, our Talking Book Recording Studios are fully run by volunteer and monetary donation support.

Volunteering at ICfL

Volunteer Opportunities

Below is a brief description of volunteer positions at the ICfL. For further information on any of the positions, please contact the Volunteer Services Coordinator. Please note that not all opportunities listed below are currently looking for volunteers, for our current openings, please visit https://libraries.idaho.gov/volunteer.

For each volunteer task, you will be provided the necessary training, tools, and resources needed to successfully complete the task. Some tasks will have their own operation manual and quick reference sheets. If you work on these tasks, you will be provided these during training.

If you are interested in volunteering, you will need to complete our volunteer application. A link to this application can be found at https://libraries.idaho.gov/volunteer. This application only needs to be completed once, even if you change volunteer roles while at ICfL. However, please inform the volunteer services coordinator of any changes to your contact information.

ICfL Support:

- ♥ **Clerical:** Data entry, answering phones, making calls, filing, shredding, organizing, etc.

- ♥ **Formatting:** Format and protect, as needed, thumb drives used at the ICfL.

- ♥ **Cleaning**: Assist staff in cleaning and organizing areas not done by contractors (studios, kitchen, tables, volunteer computers, etc.).

- ♥ **Construction:** Assist staff in assembly or disassembly of equipment at the ICfL.

Children Literacy Support:

- ♥ **Stickering Books:** Label books to provide area for children to write their names and recognize funding sources.

- ♥ **Writing Kits:** Assemble kits of writing & coloring supplies, stickers, and art tools.

- ♥ **Book Distribution Prep:** Prepare books for shipping and distribution at libraries and

schools.

<u>Talking Book Service (TBS)</u>
You must be at least 16 years of age to volunteer for these projects.

- ♥ **Rating Unrated Books (RUB):** Use a provided rubric to rate books that have been accrued by the National Library Service. Many of our patrons choose to not receive unrated books, so they are not able to receive thousands of titles. RUB volunteers rate these books, so TBS patrons can enjoy them.

- ♥ **Digital Talking Book Machine (DTBM) Inspection:** Inspect and clean DTBMs that have been returned to ICfL by our patrons. Ensure the DTBM is in good condition before it goes out to the next patron.

- ♥ **DTBM Repair:** Inspect and repair DTBMs as needed, ensure batteries can re-charge and that the machine is in good working order before it goes out to the next patron.

<u>Talking Book Studio</u>
All studio positions require an audition, and all studio volunteers will need to start as reviewers. You must be at least 18 years of age to volunteer for any studio projects.

- ♥ **Reviewer:** Review Talking Book Studio's recorded material for accuracy, clarity, and quality.

- ♥ **Narrator:** Narrate printed material for audio recording.

- ♥ **Director:** Operate recording equipment and provide direction, edits, & review during the recording process.

- ♥ **Producer:** Produce materials to required specifications so that they can be distributed to Talking Book patrons.

<u>Youth Volunteers</u>
At ICfL, we know the value in providing youth the opportunity to volunteer. We welcome youth 12 years of age and older can volunteer at our agency. If you know a youth or are one that is interested in volunteering, please contact our Volunteer Services Coordinator.

- ♥ Volunteers between the ages of 12 and 15 are required to volunteer with an adult chaperone.

- ♥ Volunteers under 18 years of age are required to have a parent or legal guardian complete our **Youth Volunteer Consent Form**. This form will need to be submitted before the youth volunteers (they can bring with them to their first shift).

Policies, Procedures, Guidelines… You Know, the Good Stuff!

Violations of any ICfL procedures, policies or guidelines should be reported to the Volunteer Services Coordinator immediately. If you feel uncomfortable reporting to the Volunteer Services Coordinator, or if they are out, and you need to discuss right away, please reach out to the either the **TBS Program Supervisor**, **HR Specialist,** or the **State Librarian** (names, emails and phone numbers are available in the contact information section of this handbook).

As a volunteer at the Idaho Commission for Libraries (ICfL), you agree to comply with our procedures and guidelines. A violation will result in corrective action, which may include temporary or permanent dismissal.

Supervision
The Volunteer Services Coordinator (VSC) is responsible for your job assignments, performance evaluation, and conflict resolution. The best possible effort will be made to match your skills and interest to your job assignment, but if for any reason you are uncomfortable or unhappy with your assignment, please contact the VSC.

Training
Training will be provided by the ICfL staff member that is overseeing the area or project of your job assignment or the Volunteer Services Coordinator. All ICfL staff members are eager to help you succeed with your new job assignment. They are also responsible for the quality of work done in their projects or areas; so please ask for help when needed and know that if a staff member points out areas that need improvement, they do so to ensure service to our patrons and the patrons of the libraries we serve is always top quality.

Record Keeping
We use Volgistics to track your donated hours and the types of projects you have worked on. This assists us with project management and reporting for grant funding. The Volunteer Service Coordinator will provide you with a log in so that you can check in and out of Volgistics when volunteering. If you need documentation of your hours, please submit a request to the Volunteer Services Coordinator.

Recognition
We hope that at least one staff member expresses our gratitude every time you come in to volunteer. If we miss a day, it is only because the work-pace sometimes becomes a little fast and furious. Annually we hold a recognition event, usually in April. We will send out invitations ahead of the event and hope you will be able to join us.

Our Management Style
The ICfL utilizes a management style called Continuous Improvement (CI). CI, as practiced at the ICfL, places highest priority on improving quality to achieve the desired outcome of satisfied customers. It is important to remember that ICfL's customers include libraries in Idaho, our patrons, other staff members, other volunteers, and other agencies. Customers may be referred to as internal (other staff/volunteer members) or external (everyone else).

Characteristics that differentiate Continuous Improvement from other management styles include:

- ♥ Work is customer-driven, often utilizing work teams, and emphasizes improved procedures to accomplish the desired outcome.

- ♥ Employees & Volunteers participate in satisfying customers by successfully meeting their needs.

- ♥ Employees & Volunteers review procedures regularly to improve services.

- ♥ Management encourages employees & volunteers to use their skills and abilities in creating a more satisfying and productive work/volunteer experience.

Continuous Improvement is a complex activity. It is a process of ongoing change. Change may occur for many reasons such as technological developments, legislative or governor's directives, a new volunteer member taking over an existing volunteer's responsibilities, or simply implementing a process that is a better way of doing things. It is important that you work with other volunteers and ICfL staff to understand the responsibilities and expectations related to your position. As you become familiar and comfortable with those responsibilities, you may wish to discuss ideas for improvement with your fellow volunteers, ICfL staff, and the Volunteer Services Coordinator.

Our Communication Principles

- ♥ We participate as equals.

- ♥ We listen to one another attentively.

- ♥ We use open, honest, respectful communication always.

- ♥ We are forthright with each other and acknowledge and encourage diversity of opinion.

- ♥ We aim for consensus and win-win interactions.

- ♥ We use humor appropriately and do not use it to belittle others.

- ♥ We talk directly to the person or persons involved when differences arise.

- ♥ We can choose not to deal directly with a person about a problem situation. If we do, we accept that the situation is not likely to change, and we do not blame the other people involved.

- ♥ We seek the facts, and we ask questions to clarify the differences we might have in perception of a problem.

- ♥ We seek the advice and counsel of our supervisor at any time during the process of addressing a problem we feel is too complex or difficult for us to resolve. Assistance provided may include mediation or other problem-solving measures.

- ♥ We recognize that it may be necessary to inform our supervisor about a problem situation if it could potentially damage our work or other work of ICfL. We do not consider this gossip, but simply necessary information sharing.

- ♥ We can vent when we are feeling frustrated, and we do it honestly and identify it as such. We also get permission from the person we are venting to and recognize their right to tell us "no". When we vent, we concentrate on our own feelings and don't try to recruit the person to whom we are talking to take our side.

ICfL is an Alcohol & Drug Free Agency

It is our policy to maintain a work environment free from alcohol and illegal drugs. Volunteers are prohibited from the unlawful manufacture, distribution, dispensation, possession or use of controlled substances in the workplace. The consumption of alcohol on the job is prohibited. Volunteers may not volunteer if their performance is impaired from the use of alcohol or drugs.

Smoking & Vaping Are Not Allowed at ICfL

In compliance with Idaho Statute 39-55, employees, volunteers, and visitors are expected to comply with all posted no smoking areas outside the building and refrain from smoking anywhere inside the Commission building. This includes vapes; even if you think it smells good.

Respectful Environment

The ICfL takes pride on providing a respectful environment for staff, volunteers, patrons, and customers at all times! If you encounter or witness otherwise, report it to the Volunteer Services Coordinator immediately.

All our staff, whether in a cubicle or office are eager to welcome you and assist you as needed. To prevent staff being interrupted throughout the day, we ask that you address your project questions and comments to the Volunteer Service Coordinator or the staff member leading your project.

Our office area upstairs, or as we lovingly refer to as "Cubicle Land", tends to become noisy very easily. Please respect those that might be on a call, in a meeting, or concentrating on a project, and keep your conversations short and quiet.

The ICfL is committed to complying with all relevant and applicable provisions of the 1991 Americans with Disabilities Act as amended. The ICfL will not discriminate against any qualified volunteer or applicant because of a person's physical or mental disability.

The state of Idaho (State) is committed to a work and volunteer environment in which all individuals are treated with dignity and respect. You have the right to volunteer in a professional atmosphere promoting equal opportunities and prohibiting unlawful discriminatory practices, including harassment. Discrimination or harassment based on race, color, religion, sex, national origin, age, disability, marital status, citizenship, genetic

information, pregnancy, military status, or any other characteristic protected by law is prohibited.

This policy applies to all employees of the State of Idaho, including agency leadership, as well as individuals in contact with State employees (e.g., volunteers, patrons, applicants, outside businesses, clients, consultants, contractors, customers, elected officials, etc.).

Prohibited conduct is unacceptable at the ICfL and in any work-related setting outside of the workplace, including business-related meetings, trips, or events.

Harassing conduct may include, but is not limited to, offensive jokes, slurs, epithets, or name calling, physical assaults or threats, intimidation, ridicule or mockery, insults or put-downs, offensive objects or pictures, and interference with work performance. Remember a person's intent is irrelevant. A joke that is perceived as offensive, is offensive.

What to Wear?

Dress Code

Unless more professional attire is appropriate, volunteers may dress in what is considered "casual" attire. In general, this attire needs to be clean and in good condition. If you will be using tools, moving boxes or pallets, we require that you wear close-toed shoes.

ICfL Is a Scent-Free Workplace

You should be aware that some individuals experience adverse, involuntary reactions to the chemicals in after shave, colognes, perfumes, hair sprays, and air fresheners. Headaches and sinus congestion are common adverse reactions. Please refrain from wearing fragrances of any type while volunteering at ICfL.

Volunteer & Staff Security

All non-public areas of our building will require key-card access. Only ICfL staff, ICfL volunteers, ICfL approved visitors and contractors can access these areas. Volunteers will be checked out a state of Idaho access key card that will provide access. Upon check out, you will need to sign a form documenting you agree to the following:

(1) I will return my access key card to the ICfL Volunteer Services Coordinator, when requested by the ICfL, or when I leave my volunteer position.

(2) I will report the loss of my card to the ICfL Volunteer Services Coordinator or HR Specialist and the Capitol Mall Security immediately.

(3) While this card is checked out in my name, I will not allow use of my card by any other employee, volunteer or individual.

(4) I will not allow another person to enter through a door that I have opened with my access card. If an attempt is made, I will notify staff and/or security immediately.

(5) I understand that if I lose my card, damage it, it becomes broken to the point that it is inoperable, there will be a $10 replacement fee.

Short-term volunteers may not be issued a key card.

New volunteers will also be provided a safety training in case of an emergency.

Equipment, Hardware & Software Usage

Volunteers will only use ICfL computers to perform their specifically assigned tasks. State-owned equipment is to only be used for legitimate state business purposes, by authorized employees and volunteers. The volunteer shall ensure no unauthorized software is installed on the state-owned computer.

No personal hardware shall be connected to a state-computer. This includes thumb drives, a hard drive, cellphones, etc. If you need a thumb drive, please contact the Volunteer Service Coordinator.

Please be professional in all your communication. Whatever you put on a state computer, including instant messaging, email you send and receive, documents create, etc., are property of the Idaho Commission for Libraries, the state of Idaho, and available for anyone to see.

All volunteers will be required to sign our **ICfL Volunteer Computer Use Agreement**.

If your task requires a laptop, hardware, or other equipment to be checked out, there will be additional training, and you will need to sign another our **Volunteer Equipment Checkout User Agreement.**

Email and Voicemail Usage

The ICfL's email system is intended for business use. Personal correspondence should not be abused. Like email, voicemail can be listened to by someone other than yourself or your intended receiver. Anything you put or receive on the ICfL voicemail is also the agency's property.

Attendance, Breaks & Vacation

First and foremost, we appreciate that you are donating your time. We want you to keep coming back! So please, take time off. Take the Summer, Snowbird to Arizona for the Winter, or just take a couple of weeks.

Your talents & work are relied upon, so let us know as far in advance as possible so that we can make other arrangements. We do understand that from time-to-time certain situations may arise that prevent you from doing so.

In the event of an unscheduled absence – illness or emergency – please alert the Volunteer Program Manager as soon as possible, preferably before your scheduled shift begins.

Make sure to take breaks! We have a lovely breakroom downstairs for you to use, and a beautiful garden to enjoy. We are also located in downtown Boise. There are great coffee shops and restaurants within a 10-minute walking distance.

Feedback

Our staff will work hard to provide you with the training, tools, and resources you need to complete your task successfully. We are always willing to assist you in ensuring quality work, and skill development. We will let you know when great work is done, and if and what improvements could be made. We hope you will share your feedback as well. This can include (but not limited to) improving processes, training, behaviors, tools, etc.

<div align="center">**You're Feedback is Vital to Our Success!**</div>

Reviews or Progress Reports

Many volunteers consider volunteer work as a transition path to employment, or as a great way to develop new professional skills. If you are interested in pursuing this course the Volunteer Services Coordinator will help you establish goals and will provide progress reports, or a review as requested.

Volunteer Personnel Files

Your personnel files are confidential and consist of documents retained by the Volunteer Service Coordinator. The volunteer's personnel file is only accessible by the Volunteer Service Coordinator and IT.

This file contains basic contact information and records about your volunteer service with the ICfL.

Representing the Organization

Volunteers are only authorized to act as a representative of the Idaho Commission for Libraries if specifically tasked with this responsibility in your volunteer job description. Please consult with, and receive permission from, the Volunteer Service Coordinator before engaging in any actions which may affect or hold the ICfL liable including but not limited to, public statements to the press, signing contracts or entering into financial agreements, or lobbying or forming partnerships with other organizations.

<div align="center">**We do encourage you to share your volunteer experience and talk about ICfL and our programs to your family and friends! Spread the word!!!**</div>

Disciplinary Practices

The following guidelines may be used in some instances at the sole discretion of the Idaho Commission for Libraries:

Step 1:   Oral warning with documentation in the individual's personnel file.

Step 2:   Written warning to individual and copy to personnel file.

Step 3:   Written warning with suspension – documentation to personnel file.

Step 4:   Termination/Dismissal

These guidelines are based on cumulative infractions, regardless of whether the infraction is of the same general nature as a previous warning. Some infractions, depending on severity, may warrant immediate temporary or permanent dismissal.

Termination procedures are only guidelines and do not constitute a legal contract between the ICfL and the volunteer, as arrangement is by mutual consent.

Problem Solving Procedure

When a group of people work and volunteer together, problems may arise. It is important to all of us that such problems are solved as quickly as possible. Occasionally, however, it may be necessary to investigate certain problems in greater detail. Our problem-solving procedure provides you with the opportunity to have a review of any problem, dispute, or misunderstanding that arise while volunteering.

Step 1: You may schedule a meeting with or submit a problem in writing to the Volunteer Services Coordinator (VSC) within five (5) working days after the problem becomes known to you. The VSC is interested in the solution of any problem you, as a member of the team, may have. The VSC will attempt to resolve your problem at this initial meeting. If unable to reach a mutually agreed upon settlement, the VSC will investigate the situation further, and within Five (5) working days, meet you to give their final answer in person and writing. If you are still not satisfied, then you may request a Step 2 meeting.

Step 2: This step consists of submitting, in writing, the problem to the State Librarian within three to five working days of receiving the Step One response. The State Librarian will schedule a meeting with you and the VSC as soon as practicable. At this meeting, the State Librarian will attempt to resolve the problem, if they are unable to do so, they will provide you with a written resolution within fourteen (14) working days. This will be the final determination.

Dismissal

Dismissal of a volunteer is a serious consideration. Before a volunteer is dismissed attempts to reconcile the solution will be made including a meeting between staff and volunteer(s) involved, the Volunteer Service Coordinator, and, if appropriate, the State Librarian. Dismissal of a volunteer may take place if a volunteer is unreliable, irresponsible, disruptive, demonstrates inappropriate behavior, or fails to adhere to the policies and procedures of the Idaho Commission for Libraries.

Confidentiality

The Idaho Commission for Libraries staff and volunteers work diligently to keep our personally identifiable information (PII) confidential and secure. We minimize the use, collection, and retention of confidential information and PII to what is strictly necessary to accomplish our tasks and services. If a breach does occur, it is immediately reported to ICfL leadership so they can take the necessary steps to mitigate risk.

Due to the nature of our work, you may be exposed to our employees, other volunteers, and customer's confidential PII. You are an essential partner to us in protecting fellow

Idahoan's information. All volunteers will be required to sign the **Volunteer Confidentiality Agreement** and refrain from disclosure of any confidential personally identifiable information.

Examples of Confidential Personally Identifiable Information (PII)*

- Date of birth;
- Social Security number;
- Driver's license number;
- Biometric data;
- Home address or phone number;
- Financial services account numbers, including checking and savings accounts, credit or debit card numbers, and personal identification numbers (PIN);
- Automated or electronic signatures;
- Titles of books, titles of magazine, names of authors, and genre of materials checked out or looked at by a group or individual;
- Programs and services that an individual participates in;
- Any other numbers or information that can be used to access a person's financial or health resources, obtain identification, act as identification, or obtain goods or services.

- Passwords;
- Parents' legal surname prior to marriage;

*This list is not exhaustive. For questions on what constitutes confidential information or PII, please talk to the Volunteer Services Coordinator. The safest bet is to not share.

Learn more about the importance of protecting confidential PII in libraries here:
American Library Association "Privacy and Confidentiality: Library Core Values":
http://www.ala.org/advocacy/privacy/toolkit/corevalues.

Your Responsibility

1. Sign the ICfL Volunteer Confidentiality Agreement and adhere to ICfL confidentiality and PII practices, rules, and regulations.

2. Protect everyone's right to privacy.

3. Customers', volunteers', and employees' information is strictly confidential and should not be accessed unless needed for a task. The information being used, will be kept secured and not disclosed to anyone outside of the ICfL.

4. To immediately report any breach of confidential information or Personally Identifiable Information to the Volunteer Services Coordinator (or another ICfL staff person if they are unavailable).

Pets

Pets (dogs, cats, reptiles, birds, and any other type of animal), although beloved, are not allowed in the workplace. This rule does not apply to service animals.

Solicitation

Employees/volunteers may occasionally solicit or distribute literature for various groups, organizations for reasons including charitable ones. Volunteers will first need approval from the Volunteer Services Coordinator.

Ending Your Volunteer Service

You may resign from your volunteer service with us at any time. We hate to see you go but know that sometimes it is necessary. Please notify the Volunteer Services Coordinator ideally two weeks prior to your departure. We also request that you complete an Exit Interview. This can be done in person, or via form. The Exit Interview allows us to continuously improve.

Exit Interview and Exit Checklist Process

We encourage all volunteers to participate in an exit interview before leaving the ICfL, regardless of your reason for leaving. You may also request a letter of reference or referral at this time.

The exit interview is your opportunity to communicate your views about the position, your department, management, our operations, and any other relevant information you feel it is important for us to know.

The appropriate persons will contact you to arrange an exit interview and an exit checklist meeting.

If an in-person meeting is not possible, we can email you a questionnaire to fill out.

Complete copies of ICfL, volunteer, and state of Idaho procedures, guidelines, policies, and rules, are available electronically upon request from the Volunteer Services Coordinator.

Most importantly, we want you to enjoy your volunteer experience!

Useful Information

We've included some useful information about the ICfL and our location.

Directions to ICfL:

Our building is on the block between State & Jefferson Streets and 3rd & 4th Streets. We share our building with the Secretary of State Office. Our entrance is closest to Jefferson Street (near garden and blue fountain).

Parking

Parking space is always at a premium around the ICfL. Be aware that some street parking spaces are free all day, but most have 1 to 2-hour time limits that are strictly enforced. Make sure to check the nearest sign to where you are parked. There is also 3-hour parking in our visitor parking lot west of the building is for visitors (one half, State Street side of lot, is for state employee parking, the other half is for visitors). We cannot guarantee available parking since it is all first come-first served.

- ♥ Please be considerate when parking. If a block of spaces is empty, start at one end or the other, not the middle.

- ♥ Parking tickets are the responsibility of the driver of the vehicle. City parking enforcers regularly mark tires and issue tickets for time violations.

- ♥ When the legislature is in session (normally January through March) parking is especially hard to find. One floor of the parking garage is reserved for the legislature only, and the overflow impacts us.

Building Closures:

Holidays We Are Closed:

- ♥ New Year's Day
- ♥ Martin Luther King Jr. Birthday
- ♥ President's Day
- ♥ Memorial Day
- ♥ Juneteenth
- ♥ Independence Day
- ♥ Labor Day
- ♥ Columbus Day
- ♥ Veteran's Day
- ♥ Thanksgiving Day
- ♥ Christmas Day

If a holiday falls on a Saturday, it will be taken on previous Friday; if on a Sunday, it will be taken on following Monday.

Other Closures:

- ♥ Twice a year, the ICfL will be closed for one day for staff training.

- ♥ Four times a year, the ICfL will be closed for 1-2 hours in the morning for all-staff meetings.

For these closures, we will send out an email as early as possible (at least 2 weeks) to let you know that we will be closed.

Contact Information

Volunteer Services Coordinator

Colleen Clark
Colleen.Clark@libraries.idaho.gov
208.639.4169

ICfL Contacts

Report all issues to **Colleen Clark.** If you feel uncomfortable reporting the issue to her or the issue is urgent and she is unavailable, you can report the issue to the following.

TBS Program Supervisor
LeAnn Gelskey
Leann.Gelskey@libraries.idaho.gov
208.639.4148

HR Specialist
Pete Nelson
Peter.Nelson@libraries.idaho.gov
208.639.4137

State Librarian
Stephanie Bailey-White
Stephanie.Bailey-White@libraries.idaho.gov
208.639.4145

Questions on Volunteer Tasks:

Direct all questions to either the indicated lead on your task or the Volunteer Services Coordinator, **Colleen Clark.** If Colleen is unavailable, you can direct you question to any ICfL staff, they can help point you in the right direction.

Appendix I: Forms

This section includes all volunteer forms. The forms you are required to fill out are dependent on the project and tasks you are working on.

The Volunteer Services Coordinator will guide you through the forms you will need to complete. If you have any questions, please don't hesitate to ask us!

- ♥ Volunteer Orientation Checklist

- ♥ Volunteer Computer Use Agreement

- ♥ Volunteer Equipment Checkout User Agreement

- ♥ Volunteer Confidentiality Agreement

- ♥ Youth Volunteer Consent Form

- ♥ Volunteer Exit Interview

- ♥ [Volunteer Application](https://libraries.idaho.gov/volunteer/idaho-commission-for-libraries-volunteer-form/)

    - o Website Link Only: https://libraries.idaho.gov/volunteer/idaho-commission-for-libraries-volunteer-form/

Volunteer Orientation Checklist

Volunteer's Full Name: _____

1) Application complete.

_____
Date Completed

2) Volunteer interview complete.

_____
Date Completed

3) Complete necessary documentation for volunteer position.

_____
Date Completed

4) Volgistics account set-up.

_____
Date Completed

5) Volgistics training on tracking hours complete.

_____
Date Completed

6) Given tour of ICfL.

_____
Date Completed

- □ Upstairs/ Downstairs
- □ Breakroom
- □ Bathrooms
- □ Coffee Pot/ Water

7) Completed volunteer safety training.

_____
Date Completed

- □ Emergency Exits
- □ Emergency Lighting
- □ Sign-in Sheets
- □ Emergency Phone Numbers
- □ Emergency Call Buttons

8) Training for volunteer assignment.

_____
Date Completed

_____

Volunteer Signature   **Date**

_____

Volunteer Services Coordinator Signature   **Date**

Volunteer Computer Use Agreement

As an Idaho Commission for Libraries (ICFL) volunteer, I agree to use computers and accessories supplied by ICFL only for their intended use.

- I will only access and edit files downloaded at the Commission by authorized personnel.

- I will not use or allow any external access to computer via hardware, wireless or any other media.

- I will not install or uninstall software.

- I will not change settings of existing software.

- I will not change settings of computer.

- I will keep offsite computers in a secure and clean environment.

- I will not allow use of offsite computers by any other person besides myself and ICFL staff.

- I will promptly (within 3 days) return offsite computers to ICFL should I decide to discontinue my volunteer assignment or upon request by ICFL staff.

- I will report any computer problems encountered to ICFL Volunteer Coordinator.

_____
Your Full Name *(Please Print)*

_____   _____
Your Signature   Date

Volunteer Equipment Checkout User Agreement

- I understand that this equipment is checked out to me and is my responsibility.
- All State issued equipment is state property and covered under the conditions of State Codes. (S2140)
- I will restrict access of this equipment to only myself.
- I will not transfer this equipment to anyone other than staff at the Idaho Commission for Libraries (ICfL).
- I will make these devices available for return, inspection, and maintenance upon request of ICfL staff.
- I will make every effort to maintain the security and cleanliness of the equipment.
- I will report any damaged or missing equipment to ICfL Staff immediately.

Equipment:

	Tag/Serial Number	Date Issued	Issued By	Date Returned
1.				
2.				
3.				
4.				
5.				

_____
Your Full Name *(Please Print)*

_____   _____
Your Signature   Date

_____
Name of Staff Issuing Equipment *(Please Print)*

_____
IT Management Approval (Printed Name & Signature)

- ☐ Return paperwork original to IT
- ☐ Copy of paperwork given to Volunteer
- ☐ Reference copy of ITA Standards S2140 given to Volunteer

Volunteer Confidentiality Agreement

<u>Customer Definition for this Agreement</u>: the Idaho Commission for Libraries (ICfL) serves all Idahoans. Our customers can include, but is not limited to, an Idaho Talking Book patron, staff from an Idaho public library, a partnering agency, a resident looking for more information, our own staff, and volunteers.

<u>Examples of Confidential Personally Identifiable Information (PII)</u>:

- Date of birth
- SSN
- Driver's license number
- Account & Pin Numbers
- Automated or electronic signatures
- Biometric data
- Passwords
- Parents' legal surname
- Home address or phone number
- Titles or subject matter of materials used or borrowed
- Programs and services that an individual participates in

- Any other numbers or information that can be used to access a person's financial or health resources, obtain identification, act as identification, or obtain goods or services.

Volunteer Responsibility

1. Sign and the ICfL Volunteer Confidentiality Agreement and adhere to ICfL confidentiality and PII practices, rules, and regulations.

2. Protect everyone's right to privacy.

3. Customers' information is strictly confidential and should not be accessed unless needed for a task. The information being used, will be kept secured and not disclosed to anyone outside of the ICfL.

4. To immediately report any breach of confidential information or Personally Identifiable Information to the Volunteer Services Coordinator (or another ICfL staff member if coordinator is not present).

As an ICfL volunteer, I understand and agree to the terms as described above. I also understand that violating this agreement may result in dismissal from my volunteer position.

_____
Your Full Name *(Please Print)*

_____   _____

ICfL Idaho
Commission
for Libraries

Youth Volunteer Consent Form

By providing my signature below, I give my permission for _____

(Youth Volunteer's Name)

to be a volunteer at the Idaho Commission for Libraries (ICfL). If accepted as a volunteer, I understand my child will be provided with orientation and training necessary for the safe and responsible performance of their duties and will be expected to meet all the requirements of the position, including adherence to ICfL policies and procedures. I understand that my child will not receive monetary compensation for services contributed.

☐ I agree to allow ICfL unrestricted use of photographs taken of my child during participation in activities sponsored by ICfL. I understand ICfL intends to use such photographs or video images only in connection with official ICfL publications or media promotions.

☐ I do not extend permission to ICfL to photograph or video my child.

In case of emergency, please contact:

_____
Name   Relationship to Volunteer   Phone No.

_____
Parent/Legal Guardian Name

Address: _____

Phone: _____(cell)_____(work)_____(home)

Email: _____

_____
Parent/Legal Guardian Signature   Date

Volunteer Exit Interview

(Page 1 of 2)

We are always striving to improve the performance of our volunteer program and would appreciate your help in answering some questions regarding your experience. This information will help us in identifying areas where we might do better. Please be as complete and honest as you can in answering the following questions.

All the information will be kept confidential but will be utilized to ensure that others who volunteer will benefit from their involvement.

1. **Date Interview Completed/ Form Filled Out**: _____

2. **Volunteer's Name:** _____

3. **Date of Exit:** _____

4. **Date Joined:** _____

5. **Reason for Leaving:**

☐ Family commitments   ☐ Volunteer too busy   ☐ Inappropriate placement
☐ Other time commitments ☐ Volunteer completed placement ☐ Lost interest
☐ Returned to school/found work   ☐ Unhappy   ☐ General dissatisfaction
☐ Moving   ☐ Unknown   ☐ Health
☐ Other (please specify) _____

_____

Comments/Additional Information: _____

_____

_____

<Please turn form over to complete page 2>

6. **What did you like best about volunteering with us and do you feel you benefited from your involvement?**

_____

_____

_____

7. **What suggestions would you make for changes or improvements in our volunteer program?**

_____

_____

_____

_____

_____

_____

8. **For security reasons, please return your volunteer ID badge and ICfL building access key card.**
   Date returned volunteer ID badge: _____
   Date returned ICfL building access key card: _____

9. **Overall, how would you rate your experience in volunteering with us?**

Excellent			Average			Poor
1	**2**	**3**	**4**	**5**	**6**	**7**

Additional Comments: _____

_____

_____

_____

_____