
Idaho Commission for Libraries Volunteer Handbook



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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 and best serve their communities. We recognize and appreciate your valuable contribution every day!

As a volunteer, you are part of the team. We want you to feel comfortable and welcomed.

The following pages on our website are a great place to learn more about the ICfL's work and the mission you are supporting:

- History: <https://libraries.idaho.gov/about/history>
- Governing Structure: <https://libraries.idaho.gov/about/governing-structure>
- Board: <https://libraries.idaho.gov/about/board-of-commissioners>
- Staff: <https://libraries.idaho.gov/about/staff>
- Strategic Plan: <https://libraries.idaho.gov/about/strategic-plan>
- Services and Programs: <https://libraries.idaho.gov/wp-content/uploads/ICfL-Programs-and-Services-FactSheet.pdf>

We strive to ensure you find your volunteer experience with us both rewarding and enjoyable. Please let our staff know if you ever have questions!

Volunteering at ICfL

Volunteer Opportunities

Below is a brief overview of volunteer positions at the ICfL.

Please note that not all opportunities listed below are currently looking for volunteers. Visit <https://libraries.idaho.gov/volunteer> to see current openings and submit a volunteer application. The application only needs to be completed once, even if you change volunteer roles. You will receive training and reference materials for each volunteer role.

ICfL Support:

- ♥ **Program Support:** Help with mailing bulk letters.
- ♥ **Office Support:** Making copies, assembling application packets for TBS, stamping, etc.

Children Literacy Support:

- ♥ **Stickering Books:** Label books to recognize funding sources and provide a space for children to personalize their books.

- ♥ **Book Distribution Prep:** Prepare books for shipping and distribution to libraries and schools.

Talking Book Service (TBS)

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 patrons choose to only receive books that have been rated.
- ♥ **Digital Talking Book Machine (DTBM) Inspection:** Inspect and clean DTBMs that have been returned to the ICfL. 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.

Talking Book Studio

All studio positions require an interview and/or audition. 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 the Talking Book Studio's recorded material for accuracy, clarity, and quality.
- ♥ **Narrator:** Narrate printed material for audio recording.
- ♥ **Director:** Operate recording equipment. Provide direction, edits, and review during the recording process.
- ♥ **Producer:** Produce materials to required specifications so they can be distributed to Talking Book patrons.

Youth Volunteers

At the ICfL, we know the value in providing youth the opportunity to volunteer. We welcome volunteers 12 years of age and older.

- ♥ 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**.

Policies, Procedures, Guidelines

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

Violations should be reported to the TBS Program Specialist immediately. If you feel uncomfortable reporting to the TBS Program Specialist, or if they are unavailable, reach out to 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).

Supervision

The TBS Program Specialist 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.

Training

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

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 TBS Program Specialist will provide you with a log in so you can check in and out of Volgistics when volunteering. If you need documentation of your hours, please submit a request to the TBS Program Specialist.

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 is sometimes a little fast. We hold an annual volunteer recognition event, usually in the spring. We will send out invitations ahead of the event and hope you will be able to join us.

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. You may not volunteer if your performance is impaired from the use of alcohol or drugs.

Smoking & Vaping

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 or vaping anywhere inside the ICfL building.

Respectful Environment

The ICfL takes pride in providing a respectful environment for staff, volunteers, patrons, and customers. If you encounter or witness otherwise, report it to the TBS Program Specialist immediately.

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 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.

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 or moving boxes or pallets, we require that you wear close-toed shoes.

Scent-Free Workplace

Please refrain from wearing fragrances of any type while volunteering at the ICfL. Some individuals experience adverse, involuntary reactions to the chemicals in aftershave, colognes, perfumes, hair sprays, and air fresheners. Headaches and sinus congestion are common adverse reactions.

Volunteer & Staff Security

All non-public areas of our building require key-card access. Only ICfL staff, ICfL volunteers, ICfL-approved visitors and contractors can access these areas. Volunteers will receive a State of Idaho key card and sign an agreement. Short-term volunteers may not be issued a key card.

Equipment, Hardware & Software Usage

Volunteers will only use ICfL computers to perform their specifically assigned tasks. 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 TBS Program Specialist.

Please be professional in all communication. Whatever you put on a state computer is property of the state of Idaho and available for anyone to see.

All volunteers are required to sign the **ICfL Volunteer Computer Use Agreement**. If your task requires a laptop, hardware, or other equipment to be checked out, you will receive additional training, and you will need to sign an additional **Volunteer Equipment Checkout User Agreement**.

Attendance, Breaks & Vacation

We appreciate that you are donating your time, and we want you to keep coming back. So please, take time off!

We rely upon your talents and work, so please let us know about planned time off as far in advance as possible.

In the event of an unscheduled absence due to illness or emergency, please alert the TBS Program Specialist as soon as possible, preferably before your scheduled shift begins.

Make sure to take breaks! Use the breakroom downstairs, enjoy the beautiful garden outside, or take a short walk to a nearby coffee shops or restaurants.

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 hope you will share your feedback with us as well!

Your Feedback is Vital to Our Success!

Volunteer Personnel Files

Your personnel file is only accessible by the TBS Program Specialist and IT staff. 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 ICfL if specifically tasked with this responsibility in your volunteer job description. Please consult with, and receive permission from, the TBS Program Specialist before engaging in any actions that may impact the ICfL or hold the agency liable, such as public statements to the press, signing contracts or entering into financial agreements, or lobbying or forming partnerships with other organizations.

Disciplinary Practices

The following guidelines may be used in some instances at the sole discretion of the ICfL:

- Step 1:** Oral warning with documentation in the individual's personnel file.
- Step 2:** Written warning to the individual, with a copy in the individual's personnel file.
- Step 3:** Written warning with suspension, with documentation in the individual's 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.

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 TBS Program Specialist, 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 ICfL.

Confidentiality

The ICfL's 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.

You are an essential partner in protecting this 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 PII include social security numbers, home addresses and phone numbers, financial service account numbers, and information about which programs and services an individual is utilizing. Titles or subject matter of materials used by a group or individual is also PII.

If you have questions about what constitutes confidential information or PII, please talk to the TBS Program Specialist. The safest bet is to not share.

Learn more from the American Library Association about the importance of protecting confidential PII in libraries: <http://www.ala.org/advocacy/privacy/toolkit/corevalues>.

Pets

Pets are not allowed in the workplace. This rule does not apply to service animals.

Solicitation

Employees and volunteers may occasionally solicit or distribute literature for other organizations. Volunteers first need approval from the TBS Program Specialist.

Ending Your Volunteer Service

You may resign from your volunteer service at any time. Please notify the TBS Program Specialist ideally two weeks prior to your departure.

We encourage all volunteers to participate in an exit interview before leaving the ICfL. If an in-person interview is not possible, we can email you a questionnaire.

You may request a letter of reference or referral at this time.

Complete copies of ICfL, volunteer, and state of Idaho procedures, guidelines, policies, and rules, are available electronically upon request from the TBS Program Specialist.

Useful Information

Directions to the ICfL

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

Parking

Parking space is 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 signs. There is also 3-hour parking in our visitor parking lot west of the building (the State Street side of the lot is for state employee parking, and the other half is for visitors). Parking is all first come, first served. Parking tickets are the responsibility of the driver of the vehicle.

Building Closures

Holidays we are closed:

- ♥ New Year's Day
- ♥ Martin Luther King Jr. Day
- ♥ 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 the previous Friday. If it falls on a Sunday, it will be taken the following Monday.

Other Closures: The ICfL is occasionally closed for all-staff meetings and trainings. We will send out an email at least 2 weeks in advance of these closures.

Contact Information

TBS Program Specialist

Rachel Welker

rachel.welker@libraries.idaho.gov

208-639-4169

TBS Program Supervisor

LeAnn Gelskey

leann.gelskey@libraries.idaho.gov

208-639-4148

State Librarian

Stephanie Bailey-White

stephanie.bailey-white@libraries.idaho.gov

208-639-4145

Human Resources

Kayla Otto

kayla.otto@dhr.idaho.gov

208-854-3064

Appendix I: Forms

The TBS Program Specialist will guide you through the forms you 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](#)

Volunteer Orientation Checklist

Volunteer's Full Name: _____

1) Application complete.

Date Completed

2) Volunteer interview complete.

Date Completed

3) Documentation for volunteer position complete.

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

TBS Program Specialist Signature

Date

Volunteer Computer Use Agreement

As an Idaho Commission for Libraries (ICfL) volunteer, I agree to use computers and accessories supplied by the 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 the computers 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 the 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 the ICfL should I decide to discontinue my volunteer assignment or upon request by ICfL staff.
- I will report any computer problems encountered to the TBS Program Specialist.

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



Volunteer Confidentiality Agreement

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

Examples of Confidential Personally Identifiable Information (PII):

- Date of birth
- Social security number
- Driver's license number
- Account numbers and PINs
- Automated or electronic signatures
- Biometric data
- Passwords
- 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.
- 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

Volunteer 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. Keep information secure and do not disclose it to anyone outside of the ICfL. Customers' information should not be accessed unless needed for a task.
4. Immediately report any breach of confidential information or Personally Identifiable Information to the TBS Program Specialist (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)*

Your Signature

Date

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 Number
------	---------------------------	--------------

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 feedback about your experience. This information will help us identify areas where we might do better. Please be as complete and honest as you can!

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

Too busy

Inappropriate placement

Other time commitments

Completed placement

Lost interest

Returned to school/found work

Moving

General dissatisfaction

Unhappy

Health

Unknown

Other (please specify) _____

Comments/Additional Information: _____

<Please turn form over to complete page 2>

Volunteer Exit Interview Continued

(Page 2 of 2)

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

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

8. 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: