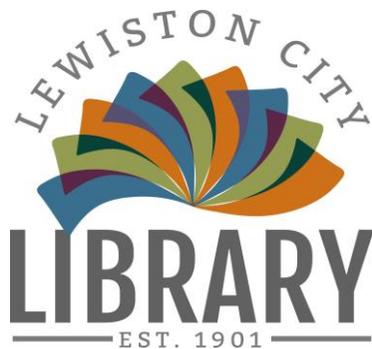


# Volunteer Handbook

**Lewiston City Library**  
**411 D Street Lewiston ID 83501**  
**208.798.2525**



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## Our History

The Lewiston City Library was founded in 1901 by the women of the Tscemicum Club who wrote to Andrew Carnegie requesting funding to build a public library for the citizens of Lewiston. Carnegie responded, and with a commitment from the city to maintain the library after its completion, the Carnegie Library was built on the present site of Pioneer Park where the building still stands. The library was located on Thain Road from 1973 until 2013 when it moved to the new downtown location at 411 D Street.

## Lewiston City Library Volunteer Mission Statement

The mission of the Lewiston City Library Volunteer Program is to enhance the Library's quality services to the public by providing community members with constructive and rewarding volunteer opportunities. As volunteers further the library's goals of lifelong learning, they also serve as a vital link between the library and public awareness. They also assist the library in developing closer ties to the community as well as increasing the effectiveness of paid staff.

## Welcome Message

Volunteers of the Lewiston City Library are an invaluable asset. They add to the capacity of services we offer Lewiston citizens and surrounding communities by enabling staff to accomplish the library's mission. Because volunteers bring a diversity of experiences, skills, and abilities, they enrich the lives of those around them as they become another welcoming face of the library.

I would like to express my appreciation for your commitment and share my excitement with you as you become a Lewiston City Library volunteer. It is my hope that you can find joy and fulfillment as a volunteer and know that you allow us to do what we do, only better.

Lynn Johnson  
Director

# Volunteer Policies and Procedures

## **Orientation and Training**

Upon acceptance of a volunteer position, an orientation and initial training will be scheduled. During this time, you will receive a general introduction to the library, meet other staff, learn where to store personal items and log your hours. Please note that the library is not responsible for the loss of personal property. After completing orientation, you will meet with your staff contact for training and task assignments. The volunteer coordinator will work with you and your staff contact in order to establish a schedule that will suit both the library's needs and your own. Remember that the volunteer coordinator will be available for your support, so please share with them any comments, questions, or complaints.

## **Attendance**

As a volunteer staff member, we depend on you to complete your scheduled shifts. We do understand certain situations may arise that prevent you from doing so, and we understand that flexibility is one of the perks of volunteering. Please alert your staff support member or the volunteer coordinator of any scheduled absences as far in advance as possible so that a substitute may be found. In case of an emergency absence, please let the staff support or volunteer coordinator know as soon as possible, preferably before your shift begins.

## **Confidentiality**

As a volunteer, you may encounter confidential records such as patron names, addresses, and account history. Please review the library's confidentiality policy in this document. Any questions regarding confidentiality should be brought to your staff support or volunteer coordinator.

Additionally, your personnel files with the library are confidential and will only be reviewed by the volunteer coordinator and/or the library director.

## **Name Tags**

In order for our patrons to easily identify volunteers, please use a name tag from the volunteer area during the performance of any assigned duties.

## **Logging Hours**

It is important that the Library has an accurate record of volunteer service for monthly reports, so we ask that you log your hours on the timesheet in the Volunteer Area. If your name is not yet on the list, please pencil it in near the bottom and log your hours on the appropriate date.

## **Safety**

Volunteers should not attempt to operate equipment unless instructed, trained, and authorized to do so by their staff contact. Volunteers should not attempt to move or lift excessively heavy loads or objects without assistance. Should any accident or injury occur, please report it to the staff contact or volunteer coordinator immediately.

## **Drugs & Alcohol**

The use of drugs or alcohol in the workplace is prohibited, as is reporting for duty and/or working under the influence or effects of drugs or alcohol. Any violation of this policy will result in separation.

## **Harassment**

The library is committed to maintaining a productive and pleasant workplace atmosphere. If you witness or experience harassment from a staff member, fellow volunteer, or member of the public, please immediately report the incident to either your staff support or the volunteer coordinator.

## **Grievance Procedure**

The library seeks to maintain harmonious and productive working relationships among the staff, volunteers, and patrons. Should any problems arise, it is important to us that a solution is obtained as quickly as possible. Please report any issues to either your staff contact or to the volunteer coordinator. The issue will be reviewed and a strategy for resolution will be sought. If after a period of two weeks there is still a grievance, please submit the issue in writing to the library director for review, who will provide a written resolution within five working days.

## **Separation**

Volunteer service may end at any time at the discretion of the volunteer or the library. We request that you notify the volunteer coordinator two weeks prior to your departure, if possible, and complete an exit interview. The exit interview is your opportunity to communicate your views about the position, the management, operations, and any other relevant information you feel is important for us to know. We value your input.

Grounds for involuntary separation from volunteer service include failure to meet the requirements of the volunteer job description, violation of the library Code of Conduct, or violation of any policy established in this handbook.

## Summary

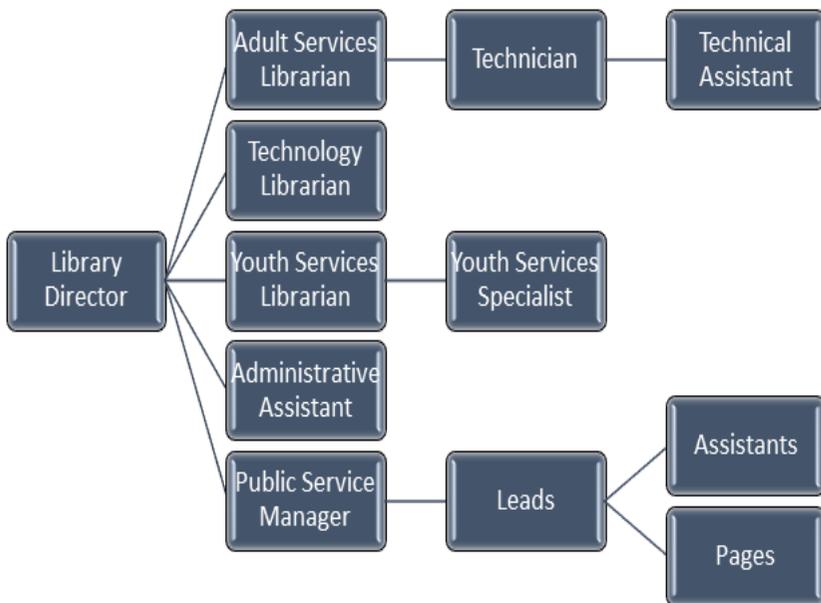
### **As a volunteer, you have the right to expect:**

- Clear and specific directions
- Recognition of your accomplishments
- On-going training and supervision
- Feedback and suggestions
- A working relationship with staff
- Opportunity to provide feedback and insight

### **As a volunteer, you agree to:**

- Log volunteer hours
- Adhere to confidentiality policy
- Be respectful and professional
- Perform duties effectively
- Dress in a manner appropriate to your task
- Comply with library guidelines
- Notify the library if you are unable to complete your scheduled duties
- Give adequate notice of volunteer resignation

# Organizational Chart



# Staff Directory

## **Director**

Lynn Johnson  
208.798.2501  
ljohnson@cityoflewiston.org

## **Technology Librarian**

Bonnie Gardner  
208.798.2525 x8012  
bgardner@cityoflewiston.org

## **Youth Services Librarian**

Colleen Olive  
208.798.2525 x8033  
colive@cityoflewiston.org

## **Adult Services Librarian**

Barrie Olmstead  
208.798.2525 x8004  
boldmstead@cityoflewiston.org

## **Administrative Assistant**

Bruno Alvino  
208.798.2525 x8009  
balvino@cityoflewiston.org

## **Public Services Manager**

Will Younger  
208.798.2525 x8008  
wyounger@cityoflewiston.org

## **Youth Specialist**

Debbie Allen  
208.798.2525 x8005  
dallen@cityoflewiston.org

## **Technician**

Elena Mechling  
208.798.2525 x8003  
emechling@cityoflewiston.org

## **Volunteer Coordinator**

Rebecca Hardin  
208.798.2525 x8016  
rhardin@cityoflewiston.org

## **Homebound**

Corla Hughes  
208.798.2525 x8006  
chughes@cityoflewiston.org

# Library Board of Trustees

City of Lewiston LIBRARY BOARD OF TRUSTEES			
Member Name/Address	Appt.	Term Expires	Telephone/E-mail
Wayne Hollingshead Chair 121 Prospect Avenue Lewiston, ID 83501	08/16	05/21	208-798-9768-R whollingshead@cityoflewiston.org
Pamela Howard 717 6th Avenue Lewiston, ID 83501	09/18	05/23	208-750-1015-R 208-843-7254-B phoward@cityoflewiston.org
Bill Cone 2427 14th Street Lewiston, ID 83501	06/15	05/20	208-305-3952-C bccone@cityoflewiston.org
Andy Hanson 522 Karin Avenue Lewiston, ID 83501	08/16	05/22	208-553-8238-R ahanson@cityoflewiston.org
Diane Ames 818 6th Avenue Lewiston, ID 83501	06/19	05/24	208-305-3287 dames@cityoflewiston.org
STAFF SUPPORT			
Lynn Johnson, Library Director			208-798-2525-B ljohnson@cityoflewiston.org
COUNCIL LIAISON			
Kathy Schroeder 704 4th Avenue Lewiston, ID 83501			208-798-8275 kschroeder@cityoflewiston.org

Updated July 5, 2019

# Hours and Holiday Closures

## Library Hours

Monday - Thursday, 10:00 a.m. - 7:00 p.m.

Friday - Saturday, 10:00 a.m. - 5:00 p.m.

## Holiday Closures

The library is closed on the following days in observance of the holidays:

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

Any holiday falling on Saturday will be observed on Friday, and any holiday falling on Sunday will be observed on the following Monday.

# Volunteer Screening Policy

## **PURPOSE**

Lewiston City Library is committed to the safety of its patrons, employees, and volunteers. The Library is further committed to taking prudent measures to attempt to safeguard people, property, and finances from potential harm. Therefore, the Lewiston City Library deems it necessary that background checks are required prior to placing a long-term volunteer.

## **SCOPE**

This policy applies to all prospective long-term volunteers. Long-term volunteers are those who contribute more than an hour per week for more than three consecutive months. Background checks do not need to be conducted on volunteers who are under 18 years of age. Rescreens will occur every three (3) years after initial check.

Current volunteers are required to report any arrest within 48 hours of the arrest. Arrests that are disclosed will not necessarily result in termination of volunteer status but will be reviewed on a case-by-case basis.

## **GUIDELINES FOR CONSENT**

All applicants will be informed that selection and retention are subject to meeting the requirements of a background check. This initially may include social media and/or state repository records.

Fingerprint background checks will only be initiated after the applicant has completed and signed the waiver as well as the ISP BCI Noncriminal Justice Application Privacy Statement.

Formal name-based background checks will only be initiated by the volunteer coordinator after the applicant has completed and signed the Idaho State Police Bureau of Criminal Investigation (ISP-BCI) Criminal History Record Checks waiver agreement form.

### **CHECKS TO BE CONDUCTED**

Fingerprint background checks will be utilized for volunteers who have prolonged individual contact with minors and vulnerable adults. The fingerprint background check is a full state and federal criminal record check through the ISP-BCI.

For all other long-term volunteers, a formal name-based background check will be completed through the ISP-BCI. The cost of both types of background checks will be the responsibility of Lewiston City Library. The results of the background check are highly confidential and will be shared only with individuals that have been trained and approved through the ISP-BCI process.

### **DISQUALIFICATION CRITERIA**

As a rule, applicants will be precluded from service if any background check shows a court-imposed penalty for a felony.

Discretion regarding other penalties and/or arrests pending disposition will be left to the library director. Decisions will be made based on the nature and seriousness of the information found, number and type of offense(s), and the amount of time that has elapsed since the time of the offense(s).

If negative information has been found through a fingerprint background check, pre-adverse action will be taken. The volunteer will be notified and provided with a copy of the report and a pre-adverse action letter.

If the applicant does not respond at all to the notification within five (5) days, the volunteer coordinator may proceed with denying the volunteer's application. If the applicant responds, the library director will carefully consider the information submitted and then make a decision. If adverse action is taken, the volunteer coordinator will provide the applicant with written notice.

## **STORAGE**

The results of the background check are highly confidential and will be shared only with individuals trained and approved by the ISP-BCI process.

Approved staff and administrators will sign the ISP-BCI Applicant Fingerprint Program User Agreement form and take the CJIS Online Security Awareness Training. These forms will be filed in a secure file in the volunteer coordinator's office.

All background checks, signed and dated waiver agreements, and privacy statements for all volunteers will be secured for the length of the volunteer service or five (5) years, whichever is longer.

Misuse of the information gathered through this process by Lewiston City Library staff could result in criminal prosecution and/or termination of employment.

## **DESTRUCTION**

All relevant materials shall be securely disposed of when no longer required, by either shredding or incineration. The Lewiston City Library Director shall ensure the disposal or destruction is carried out by approved staff.

# General Library Information

The mission of the Lewiston City Library is to provide the people of Lewiston with free and open access to knowledge, ideas, and information and to support them in their pursuit of learning.

## **Vision Statement**

The Lewiston City Library is recognized and valued by all community members as:

- A manifestation of the belief that learning and liberty are inseparable and that a democratic people must have free, equal and open access to information.
- A getaway to life-long learning, with materials, services and programs that meet the changing needs of a diverse population.
- A comfortable, inviting facility that encourages patrons to ask questions, promotes innovative programming and supports changes in library technology.
- An access point to a global world of information, beyond the limitations of geography and floor space.
- An organization of dynamic staff members who are recognized for their excellent service.
- A civic-minded center that enhances the quality of life of Lewiston's residents by collaborating with regional libraries and forming partnerships with other agencies.
- A fiscally responsible entity that provides services in a cost-effective and efficient manner.

## **Code of Conduct**

The Lewiston City Library is supported by the taxes of the citizens of Lewiston who expect our facility to be clean, comfortable, and safe for selecting materials, reading, researching, studying, writing, and attending programs and meetings. To this end, the library is responsible for establishing rules or a code of conduct to protect the rights and safety of library patrons, volunteers, and staff, and for preserving and protecting the library's materials, equipment and facilities.

Unacceptable behavior is defined as any conduct which is (a) a disruption to the orderly and efficient administration of the library's business; (b) a disruption to others using the Library; (c) a threat to the security of the library's property; or (d) a danger to any person.

Enforcement of these rules will be conducted in a fair, humane, and positive manner for the benefit of all. Library staff and/or the City of Lewiston Police will intervene to stop prohibited activities and behaviors. Failure to comply with the library's established rules and policies could result in removal from the premises and exclusion from the library for a period of one day to one year by library administration directive. Violations could also result in the restriction and/or termination of specific library privileges, such as the use of library computers.

## **Confidentiality of Records**

All records, formal and informal, in the Lewiston City Library relating to patron registration and the subsequent circulation by library users of materials, either print or electronic, provided by the library are considered to be confidential. The Lewiston City Library records on individual users are for the sole purpose of protecting public property and are not to be used to identify types of materials used by or personal information about individuals.

No library records shall be made available to the public, press, or governmental agency, except by such process, order, or subpoena authorized by federal, state, or local law. Instructions for Staff:

1. If approached to give information on library records, either print or electronic, refer the question immediately to the Library Director.
2. Staff should not, when initially served with an order, supply any information to the agent requesting information, the request must be given to the Library Director.
3. According to the USA Patriot Act (Section 215, H.R. 3162 or P.L. 107-56) it may be illegal to inform anyone other than the designated librarian of the fact that an order has been served.
4. When asked by an agent for information, the Library Director will contact city legal counsel to review the order and determine if it is what it claims to be, and to witness the process by which the library abides by the order's requirements.
5. If Library Director is unable to be reached, contact the City Attorney.

# Code of Ethics of the American Library Association

As members of the American Library Association, we recognize the importance of codifying and making known to the profession and to the general public the ethical principles that guide the work of librarians, other professionals providing information services, library trustees and library staff.

Ethical dilemmas occur when values are in conflict. The American Library Association Code of Ethics states the values to which we are committed, and embodies the ethical responsibilities of the profession in this changing information environment.

We significantly influence or control the selection, organization, preservation, and dissemination of information. In a political system grounded in an informed citizenry, we are members of a profession explicitly committed to intellectual freedom and the freedom of access to information. We have a special obligation to ensure the free flow of information and ideas to present and future generations.

The principles of this Code are expressed in broad statements to guide ethical decision making. These statements provide a framework; they cannot and do not dictate conduct to cover particular situations.

- I. We provide the highest level of service to all library users through appropriate and usefully organized resources; equitable service policies; equitable access; and accurate, unbiased, and courteous responses to all requests.
- II. We uphold the principles of intellectual freedom and resist all efforts to censor library resources.
- III. We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted.

IV. We respect intellectual property rights and advocate balance between the interests of information users and rights holders.

V. We treat co-workers and other colleagues with respect, fairness, and good faith, and advocate conditions of employment that safeguard the rights and welfare of all employees of our institutions.

VI. We do not advance private interests at the expense of library users, colleagues, or our employing institutions.

VII. We distinguish between our personal convictions and professional duties and do not allow our personal beliefs to interfere with fair representation of the aims of our institutions or the provision of access to their information resources.

VIII. We strive for excellence in the profession by maintaining and enhancing our own knowledge and skills, by encouraging the professional development of coworkers, and by fostering the aspirations of potential members of the profession.

*Adopted by the ALA Council June 28, 1995*

Updated March 2020