

# Official Handbook for VolunTeens

## Our Mission Statement

Connecting people to the transforming power of knowledge

## Our Vision Statement

The Grand Rapids Public Library is our community's foremost source for information, viewpoints, resources and programs.

We are free, welcoming, flexible, and empowering.

We inspire the public's trust through strong library service, transparent accountability, sound financial stewardship, and sustained productive partnerships.

## Our Value Statements

We believe:

- That an open and free library is fundamental to a free society
- In literacy and life long learning
- In the value of the life of the mind

We value:

- Innovation, imagination and creativity
- Excellent service
- Responsiveness to community needs
- Wise use of resources and operational excellence
- Diversity
- Flexibility, cooperation and open communication





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## Volunteer Duties

A volunteer is a person who loves the library and wants to make a positive impact on their community. Volunteers have excellent communication skills, a good attitude, and have basic computer knowledge (if you can turn it on, get online, and turn it off, then you're good).

Volunteers help library staff with basic tasks and at programs, but it is so much more than that. volunteers have the opportunity to build confidence when using the library and library materials. The volunteer experience is a great way to develop skills that you can use forever and will be great to put on resumes and scholarship applications!

## The volunteer will:

### Help with library cleanliness and organization:

Pick up books

Straighten items on the shelf

Clean book covers

Create lists of recommended books to read

Refill display shelves

### Assist with programs:

Publicize library events for teens

Help set up chairs, tables, displays, etc.

Greet attendees and have them sign in

Count the number of attendees

Take pictures during the program

### Be a good example for their peers while in library:

Follow all library rules, behavior policy, and the internet policy

Be respectful of all library staff and patrons

Smile!

### Get engaged with the library:

Submit book reviews for the teen website

Blog about different topics for the teen website

Become a member of the Teen Council

Submit posts for the library's social media accounts

NOTE: Not every branch will have all of these opportunities available. Please contact individual branches for more details.

## When You Arrive/Before You Leave

### At the start of your shift:

Check in with the Youth Services staff and sign in

Get a volunteer badge

Leave personal belongings in the designated area

See your supervisor for specific assignment

### At the end of your shift:

Five minutes before you are scheduled to leave, make sure your work area is neat and organized.

If you did not finish your task, let a staff member know where you left off

Sign out

Give your badge to the next volunteer or return it to where you got it from.

Don't forget your belongings!

Please remember to check the schedule every time you come in. Look for changes to the schedule or any notes from the library staff. If you cannot make your shift, please call the library so we know not to expect you.

## Teen Volunteer Tips

### Introduce yourself.

Let the people you are working with know who you are and get to know them.

### Be friendly, polite and professional.

You might be the only library person a patron talks to, so smile and speak clearly.

### Know when to get a librarian.

If you ever feel uncomfortable or think someone might be breaking the rules, please find a staff member.

### Talk to your supervisor.

If you are unhappy, have questions, or problems, please contact the library at which you volunteer. We are here to help you have a great experience! See contact info page.

### Please sign up for shifts in advance.

The schedule is done in advance to ensure that every volunteer gets a fair amount of shifts. If you need to make a change in your shift, please contact your supervisor.

### Staff work area

Please help keep the staff work area tidy and organized by cleaning up after you are done and asking for help when you need it.

## When to Get a Librarian

Since volunteers spend a lot of time on the floor, you might interact with patrons. Use this guide to help you figure out if you should get a librarian or staff person.

### Get a librarian or staff member when:

Patrons are being loud or disruptive

You suspect a patron is misusing one of the computers

If you ever feel uncomfortable or threatened because of a patron

### Questions you **can** answer:

Where are the bathrooms?

Is there a pay phone?

How late are you open?

Where can I pick up my prints / How much does it cost to print?

### Questions you should **not** answer:

Where are the dictionaries?

Can you help me find a book about dogs/Italy/cooking etc.

Can you help me find a magazine article about dogs/Italy/cooking etc.

Can you help me find a website about dogs/Italy/cooking etc.

If someone does ask a question that you're unsure of, then respond with a smile and say something like "I'm unable help you with that, but let me take you to someone who can." Then walk them to the nearest librarian's desk and tell the staff person their question so the patron doesn't have to repeat it.

## Contact Information

### Main Library

111 Library Street NE ■ 49503

Supervisor: Mark Jemerson, Teen Librarian

■ 616.988.5402, ext.5546

■ mjemerson@grpl.org

### Madison Square Branch

1201 Madison SE ■ 49507

■ 616.988.5411

### Ottawa Hills Branch

1150 Giddings SE ■ 49506

■ 616.988.5412

### Seymour Branch

2350 Eastern SE ■ 49507

■ 616.988.5413

### Van Belkum Branch

1563 Plainfield NE ■ 49505

■ 616.988.5410

### West Leonard Branch

1017 Leonard NW ■ 49504

■ 616.988.5416

### West Side Branch

713 Bridge NW ■ 49504

■ 616.988.5414

### Yankee Clipper Branch

2025 Leonard NE ■ 49505

■ 616.988.5415

## Open Hours

Location	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Main Library	1:00–5:00*	9:00–9:00	9:00–9:00	9:00–9:00	9:00–9:00	9:00–6:00	9:00–6:00
Madison Square Branch			10:00–6:00	10:00–6:00	12:00–8:00	10:00–6:00	10:00–6:00
Ottawa Hills Branch			10:00–6:00	12:00–8:00	10:00–6:00	10:00–6:00	10:00–6:00
Seymour Branch		12:00–8:00	12:00–8:00	10:00–6:00	10:00–6:00		10:00–6:00
Van Belkum Branch			10:00–6:00	12:00–8:00	10:00–6:00	10:00–6:00	10:00–6:00
West Leonard Branch		12:00–8:00	12:00–8:00	10:00–6:00	10:00–6:00		10:00–6:00
West Side Branch			10:00–6:00	10:00–6:00	12:00–8:00	10:00–6:00	10:00–6:00
Yankee Clipper Branch		12:00–8:00	12:00–8:00	10:00–6:00	10:00–6:00		10:00–6:00

\*Sunday hours Labor Day to Memorial Day