GUAM PUBLIC LIBRARY SYSTEM
Sisteman Laibirihan Pupbleko Guåhan
Government of Guam

WELCOME!
FROM THE GUAM PUBLIC LIBRARY SYSTEM

Dear Library Volunteer,

It is a special pleasure for me to take this opportunity to welcome you. Your generous gift to the library of your time, energy, special skills, and concern are deeply appreciated. Your help as a volunteer allows the library to provide a higher level of library services to the citizens of your community than financial circumstances would otherwise allow.

Public libraries are truly for the people. They are a unique community resource available to everyone for information, learning, and pleasure. You help us directly in the work, which you accomplish for us, and you also benefit the Library in an indirect way. The concern for and knowledge of the Library that you carry into the community on our behalf are invaluable. For all of these gifts, I thank you.

Sincerely,

Teresita L.G. Kennimer
Library Technician Supervisor

Updated: October 1, 2007

Guam Public Library System: Hagåtña, Agat, Barrigada, Dededo, Merizo, Yona
254 Martyr Street, Hagåtña, Guam 96910-5141 · Tel: (671) 475-4751 thru 4754 · Fax: (671) 477-9777
Equal Opportunity Employer

GUAM PUBLIC LIBRARY SYSTEM
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Volunteer Agreement Form

Mission: Serving Guam residents since 1949, our mission is to provide free open access to information and ideas fundamental to a democracy. The library system will protect intellectual freedom, promote literacy, encourage lifelong learning, and maintain cultural materials. As the territorial library, we will provide information and library service to government agencies.

Goals: To accomplish its mission, the Guam Public Library System shall:

1. Seek to understand the informational, educational, and recreational needs of all the people of Guam in accordance with the American Library Association Bill of Rights, Freedom to Read, the Freedom to view statements within the limits imposed by budget space;
2. Extend library resources into the community to assist individuals and groups with special needs;
3. Work cooperatively with other island libraries in providing information to the public;
4. Pursue opportunities through new technologies to deliver information more quickly and efficiently.

The Guam Public Library System is committed to the idea that involving volunteers in its operation will assist in carrying out its mission for the community.

Therefore, we believe that:

- Volunteers allow the library to provide enhanced services to the community.
- Volunteers provide a vital link between the library and the community both by informing the community about the services the library has to offer and by bringing valuable community input to the library planning process.
- A thoughtfully planned and well-managed volunteer program can bring a wealth of benefit to the library, its staff, the community, and the volunteers.
- A successful volunteer program requires that staff and volunteers work as a team to implement the mission and goals of the library.
- Volunteers supplement but do not supplant library staff, Volunteers complement but do not replace library staff.

Updated: October 1, 2007

BECOMING A VOLUNTEER:

A successful volunteer program requires that staff and volunteers work as a team to implement the mission and goals of the Guam Public Library System.. *Volunteers supplement but do not supplant library staff; Volunteer's complement but do not replace library staff.*

To become a volunteer you will need to complete the following steps:

- Complete and submit the Volunteer Application Form to the Volunteer Coordinator;
- Complete a brief in-person or telephone interview;
- Request, be selected for, and then placed into a particular job or jobs;
- Receive an orientation including a tour of the building, introduction to library staff, and review of the Volunteer Handbook;
- Receive additional job orientation and training relative to those specific assigned volunteer jobs.

VOLUNTEER OPPORTUNITIES:

A sample of library volunteer opportunities is listed below. Not all opportunities are available at all times or at all locations.

Nieves M. Flores Memorial Library (Main), Hagatna / Agat Branch / Barrigada Branch / Dededo Branch / Merizo Branch / Yona Branch / Bookmobile

- Shelve Books and other Materials (Newspapers & Magazines) – Return materials to their proper place on the shelf.
- Dust Books and Shelves – clean shelves, arrange library materials in a neat manner.
- Saturday Children's Programs – Read books aloud and share stories, interact with children of all ages, help children with craft projects, pass out programs, bookmarks, and review reading logs, participate in puppet shows, and assist with fun activities.
- Lobby Greeters / Monitors – Welcome people to the library and answer directional questions, and keeping an eye on behavior in the hallway/bathroom/between the shelves.
- Summer Reading Program – Registering kids and teens, pass out flyers, record reading logs, help prepare crafts and materials, read books aloud and share stories, interact with children of all ages, participate in puppet show, distribute prizes, and assist with fun activities.
- Patron Surveys – Hand out and collect surveys both inside and outside the library.
- Coordinate / assemble displays and exhibits.
- Photocopying Library Policy / Reference requests.
- Reserve Book requests.
- Data entry of library materials.
- Indexing / Filing - Guam materials (Magazines, Documents, Photographs, Newsletters, etc.)

- Scanning photographs and documents.
- Check in/out of materials.
- Assist patrons with general reference questions.
- Assist patrons with Internet Access / Microsoft Word.
- Conduct Library Tours / Bookmobile Tours to Schools, Daycare, and Nursing Homes.
- Book cleaners/Book coverers.
- Courtesy calls to patrons regarding overdue materials.

EQUAL OPPORTUNITY POLICY:
The Guam Public Library System does not discriminate on the basis of race, religion, gender, national origin, ethnicity, age, physical or mental disability, political affiliation, sexual orientation, ancestry, marital status, or other non-merit factors.

VOLUNTEERS UNDER THE AGE OF 18:
Young people aged 13 to 17 (7th – 12th grades) may apply to volunteer for the Library in positions for which they are qualified; if they have written parental permission, and School-to-Work Program / Community Based Education Program / Community Service Volunteer forms.

ADULT VOLUNTEERS:
Adult volunteers are asked to provide a *current Police and Court Clearance* upon acceptance to the Guam Public Library System, by Executive Order 2005-34 and Public Law 28-24.

SUPERVISION:
Each volunteer will have an on-site supervisor and is expected to follow the procedures established by that staff member. Your supervisor is responsible for day-to-day management and guidance of your work and will be available for consultation and assistance. Please feel free to ask any questions of this person or report any problems or concerns you have about your assignment. If you are unable to contact your supervisor, the Volunteer Coordinator is available to discuss any changes or problems.

JOB ORIENTATION & TRAINING:
Before beginning your regular volunteer assignment, your supervisor will discuss the following items with you:

- Receive a tour of the building;
- Be introduced to library staff;
- Review the volunteer handbook;
- Review job duties and expectations;
- Confirm work dates, times, and anticipated duration of your participation;
- Supply you with your name tag and review sign-in and sign-out procedures;
- Provide training on any new skills needed to perform assigned tasks;
- Discuss procedures for obtaining, using, and caring for needed supplies;
- Provide safety orientation;
- Review locations of parking, restrooms, water fountains, soda machines, first-aid kits, and places for your personal items such as purses/coats, etc.

ATTENDANCE:
Your supervisor and co-workers value your contributions and they depend on you to be present at the scheduled time. Volunteers who know they will be absent or late should notify their supervisor or the Volunteer Coordinator as soon as possible.

REPORTING FOR DUTY, KEEPING WORK HOURS:
You need to report to your assigned supervisor (or person in charge) upon arrival. You must sign in at the beginning and sign out upon completion of your shift, noting the total number of hours that you worked. Keeping an accurate tally of your volunteer work hours is very important.

APPEARANCE:
Volunteers are ambassadors for the library and need to present a positive image to the public. It is expected that each volunteer's dress and grooming will be appropriate for a business environment and in keeping with his or her work assignment. If a volunteer is dressed in an inappropriate manner, they may not be able to work their shift.

NAME TAGS:
We have many volunteers and want to get to know each of you. To accomplish this we will need your help. Please introduce yourself to staff and other volunteers. *Always wear your name badge while working in the library. Because you are a valuable volunteer to the Guam Public Library System, it is important for library patrons to be able to identify individuals who are able to help them with directions and information.*

CUSTOMER SERVICE:
Many volunteers come into contact with library patrons and may well be the first official contact a patron has with the library. It is important, therefore, that volunteers maintain a professional, friendly demeanor at all times. Volunteers are asked to direct all questions to a staff member. Staff members are trained to deal with questions about the library's collection, services, policies, and procedures.

CONFIDENTIALITY/PRIVACY
All transactions between library users and staff or volunteers are strictly confidential. Volunteers are required to uphold this policy. This includes any information about materials a patron has looked at, asked for, requested, or checked out, as well as reference questions asked by library users.

PERSONAL DATA:
Volunteers are responsible for updating personal data, such as change of address, contact telephone number, etc., with the Volunteer Coordinator.

TELPHONE AND EQUIPMENT USE:
The Library is a place of business. Ask a staff member if you need to make a telephone call. Please keep all calls brief and quiet. Long distant phone calls are not allowed. Cell phones are not allowed during desk schedule hours or when library is opened to the public. Library owned equipment and supplies are for Library use only and may not be used for personal business.

HEALTH AND SAFETY
Because safety is everyone's job, volunteers are asked to be alert at all times to safety hazards. Unsafe acts or conditions should be reported to your supervisor. Please notify your supervisor of any assignment, which causes physical discomfort or which could lead to personal injury. All injuries, whether minor or serious, must be reported directly to your supervisor or the Volunteer Coordinator immediately.

DRUG FREE WORKPLACE:
Volunteers, in their capacity as unpaid staff, are expected to meet the same standards of professionalism required of library staff. Because an unsatisfactory volunteer is an unfair burden upon fellow volunteers and library employees, those who fail to meet the requirements of the job descriptions or violate library policies are subject to dismissal.

LEAVING THE VOLUNTEER PROGRAM:
To end a volunteer commitment, please notify your supervisor or the Volunteer Coordinator of your decision and the effective date.

Guam Public Library System

Library Volunteer Program

Library Volunteers work side by side with the staff in every library activity. There is an on going need at most branches for help in checking books in and out, sorting and shelving, assisting with special projects, creating and maintaining databases, assisting with internet services and Microsoft Word, answering phones, shelf-reading (Adopt-a-Shelf!), library beautification, and more. By sharing your time and talent with us, you can make a big difference in the quality of library service in your community.

You will be able to...

- Acquire new skills and gain recognized work experience
- Expand your social horizons
- Service in your own neighborhood
- Keep up with the latest books
- Help, and be appreciated for it

What is expected of you?

- Respect the public and be responsive to its needs
- Be willing to learn
- Meet the schedule and length of service that you have negotiated with the library

Activities:

- Children's Saturday Story Hour Programs (Prepare Arts & Crafts, Select books to be read by Guest Readers, Outdoor Reading, and other activities)
- Summer Reading Programs (Prepare Arts & Crafts, Select books to be read by Guest Readers, Outdoor Reading, and other activities)
- Guest Readers for Children's Saturday Story Hour Programs
- Bulletin Board Display/Showcase Display
- Computer Assistance (Provide assistance in using Internet and Microsoft Word)
- Shelving Returned Books
- Adopt-a-Shelf
- Circulation Desk Service (Check-In / Check-Out library materials)
- Reference Desk Service (Retrieve Guam Collections, Periodicals, Legislative Documents, etc.)
- Guam Room Vertical File (Indexing and Filing)
- Guam Legislative Documents Inventory and Preservation
- Guam Legislative Session Tapes (Indexing)
- *Pacific Daily News* (Indexing)
- Guam Periodicals Indexing (*Latte, Guahan*, etc.)
- Photo Collections (Indexing and Filing)
- Federal Documents Government Collections (Cataloguing and Filing)
- Discard Listing (Typing)
- Collection Data Entry (Book/Non-Book)
- Book/Non-Book Processing (Stamping, Typing Book Cards/Book Pockets, Spine Labels, etc.)
- Update and Reorganize Union Shelflist Cards (Main and Branch Libraries)
- Beautification (Main and Branch Libraries)
- Talking Book Tapes for the NLBPH (Type Recording Numbers and Filing)
- Serials (Periodicals) to record and process incoming magazines, newspapers to be replaced on Magazine/Newspaper racks)
- Book Sale Event

Volunteers
Position / Activities

Positions / Activities	Youths	Adults	Training	Branch / Bookmobile
Circulation Desk Support Volunteer	X	X	X	All Branch Libraries
Reference Desk Support Volunteer	X	X	X	All Branch Libraries
Student Volunteer – Regular (Children's Saturday Program)	X	X		Main Branch Library / Bookmobile
Student Volunteer (Summer Reading Program)	X	X		All Branch Libraries / Bookmobile
Young Adult Program	X	X		Main Branch Library / Bookmobile
Adopt-A-Shelf	X	X	X	All Branch Libraries
Special Projects (Showcase Displays, Bulletin Boards)	X	X		All Branch Libraries
Senior Citizen Program	X	X		All Branch Libraries
Technical Processing Services	X	X	X	Main Branch Library
Data Entry Assistant	X	X	X	Main Branch Library
Beautification (Grounds Keeper)	X	X		All Branch Libraries
National Library for the Blind and Physically Handicapped (Talking Book Tapes, Braille Books)	X	X	X	Main Branch Library
Indexer	X	X	X	Main Branch Library

GUAM PUBLIC LIBRARY SYSTEM
Volunteer Application Form

Name: _____

Mailing Address:
_____
_____
_____

Email Address: _____

Phone:

Home: _____
Work: _____
Cell: _____

Age:

Teen ____ **Adult** ____

If an adult, need Police and Court Clearance

I would like to volunteer at the following branches:
(*You may choose more than one)*

Agana		**Agat**		**Barrigada**		**Bookmobile**	
Dededo		**Merizo**		**Yona**			

I would like to volunteer in the following departments or areas:
(You may choose more than one)

Children's Story Hour		**Displays**		**Circulation Desk**		**Technical Services**		**Summer Reading Program**	
Shelving		**Young Adult Programs**		**Reference Desk**		**Data Entry**		**Lobby Greeter/Monitor**	

Do you have any other volunteer ideas?

1.
2.
3.

Please list your talents, skills, and experience:

I am available on the following days:
(You may choose more than one day)

	Monday		**Thursday**
	Tuesday		**Friday**
	Wednesday		**Saturday**

I am available at the following times:
(You may choose more than one)

	Mornings	**Time:**
	Afternoons	**Time:**
	Evenings	**Time:**

How many hours per week would you like to volunteer? [ ]

What inspired you to volunteer your time with the Guam Public Library System?

Guam Public Library System

Volunteer Time-Sheet

Name:	Badge ID:	Start Date:	End Date:

DATE	TIME IN	TIME OUT	TOTAL HOURS