



**Fletcher
Free
Library**

Volunteer Handbook



FFL in the Community:

Fletcher Free Library's mission is to inform, enrich, and nurture a community of lifelong learners.

We are grateful to serve Burlington and be a part of this city's rich culture. By volunteering at FFL, you become an invaluable part of our library community and make countless things possible. From shelving, to youth program support, to book repair, and so much more, thank YOU for sharing your time and efforts in support of the everything we do here at FFL.

Some numbers...

**FFL has
approx. 100
volunteers!**

Volunteers
shelve over **15
carts of books** a
week. That's
around **4,500
books!**

Volunteers help
across **6 Library
departments**
and **2 Library
branches.**

Volunteers
contribute
roughly **80 hours**
a month at the
NNE Branch

In the circulation
department
volunteers contribute
an average of **120
hours** of volunteer
work each month.

Library History:

On July 14, 1873, Mrs. Mary L. Fletcher and her daughter, Miss Mary M. Fletcher, gave the city of Burlington \$20,000 for the founding of the Fletcher Free Library.

By 1901, the library had outgrown its location in the old City Hall building. In the same year, Andrew Carnegie made a gift of \$50,000 for the construction of a new library. **On August 17th, 1904, the new library was dedicated and opened for business.** For almost 70 years the Carnegie building served the community well, but in 1973 the building sustained structural damage due to the settling of the northwest corner of the foundation. The collection was moved that year to temporary quarters in Contois Auditorium in City Hall, then a few months later to the basement of Memorial Auditorium.

In the early to mid-1970's there was some pressure from the citizenry to demolish the Carnegie building and rebuild on the site. In response, a group of Burlington residents formed The Committee to Save the Fletcher Free Library Building. A petition was circulated, and as a result, the building was added to the National Register of Historic Places in August of 1976. In 1977, an E.D.A.

grant of \$234,000 made possible the stabilization and external repair of the building. A Library Task

Force was appointed to seek further funding for

restoration and an addition to the

Carnegie building.

In 1978, Burlington voters approved a 2.4 million-dollar bond issue to build an addition to the Carnegie building. **The addition was dedicated on January 4, 1981 and marked a new chapter for Burlington's public library.**



General Library Information:

MAIN LIBRARY

235 College Street
Burlington, VT 05401

802.863.3403
circ@burlingtonvt.gov

MON, THURS, FRI & SAT:

10:00 AM - 6:00 PM

TUES & WED:

10:00 AM- 8:00 PM

SUN

12:00 PM- 6:00 PM

NEW NORTH END BRANCH

1127 North Avenue
Burlington, VT 05408

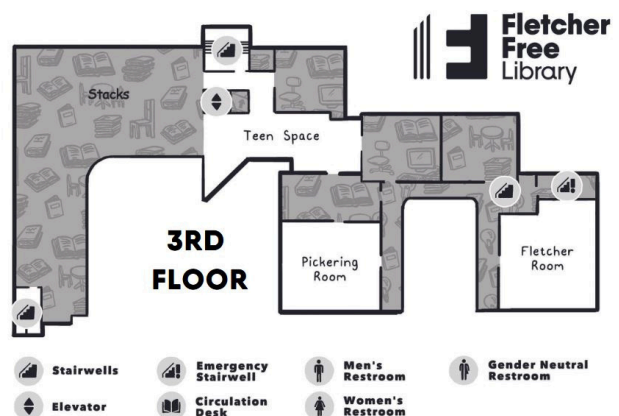
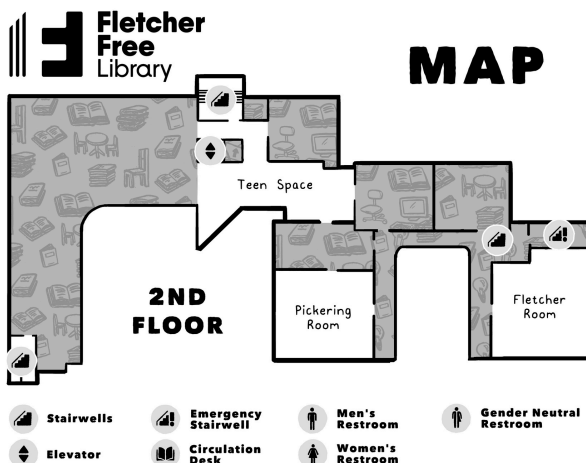
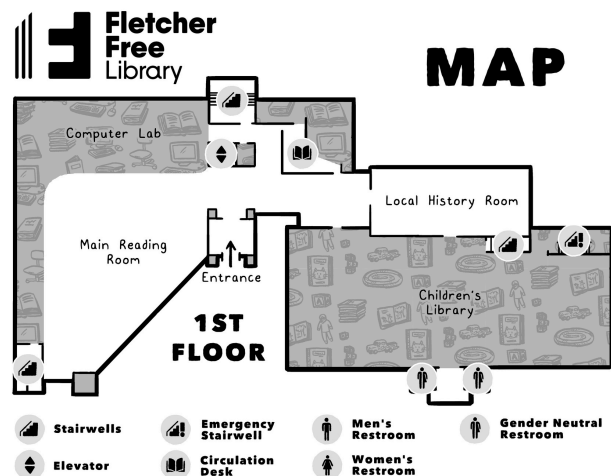
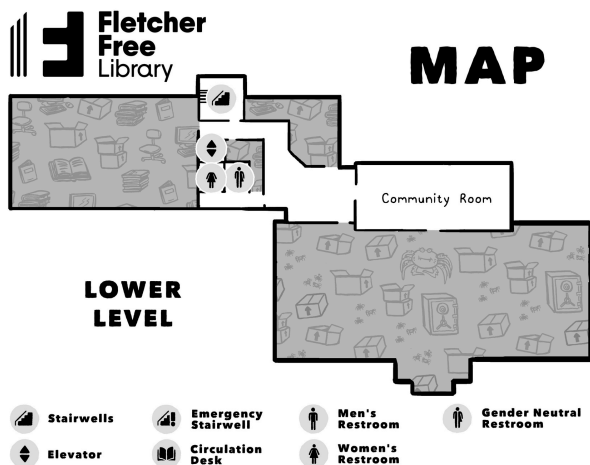
802.540.9176
circ@burlingtonvt.gov

TUES & THURS:

2:00 PM - 6:00 PM

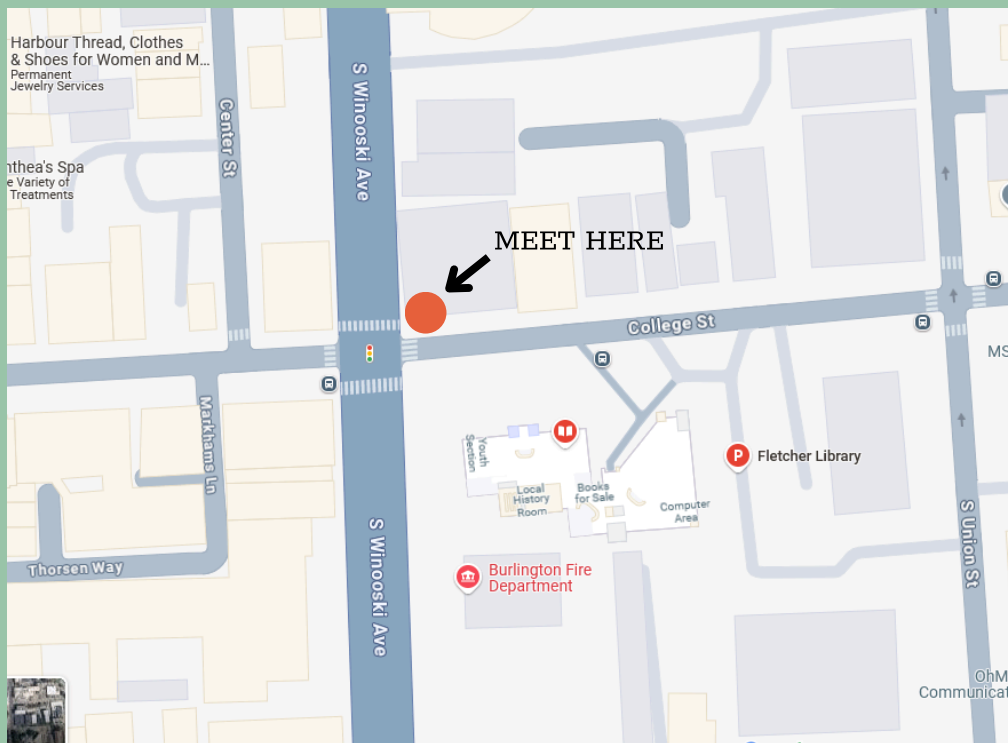
WED, FRI & SAT:

10:00 AM- 2:00 PM



In the Case of an Emergency:

- At your volunteer training, emergency exits will be pointed out to you during your tour of the library.
- In the case of an emergency that requires evacuation from the building use the nearest exit as quickly as possible.
 - You are not responsible for the safety of others or ensuring that others exit the building.
 - In the case of an evacuation, staff and volunteers are directed to meet on the Northeast corner of College St. and South Winooski Ave.



Volunteer Expectations:

General:

- Volunteering at the library means that you have agreed to share your time and abilities freely and willingly. Volunteers are not paid or otherwise compensated for their services and volunteer assignments can be terminated at any time by the volunteer themselves or the library.
- Volunteers are expected to fulfill their duties, be accountable for their work, and to follow library policies and procedures. Library staff will work with volunteers to resolve any issues that may arise, however volunteers may be dismissed for failure to perform assigned duties, meet minimum standards, or for violating library policies.
- Volunteers agree to follow the supervision and reasonable direction of library staff as well as participate in any training required by the library.
- Volunteers are expected to help with the specific tasks that they are trained on and will direct tasks or incidents outside of this scope that are brought to their attention to staff.
- If volunteers witness a violation of the library's ordinance or are approached by police or other agents they are to immediately alert a staff member.
- Volunteers are responsible for injuries to third parties and damages to their property, and may be personally liable for monetary damages a court may reward to the injured party if acting outside of the scope of volunteer duties.

Background Checks:

- City-run background checks are required for all volunteers working directly with Youth, Teens and English Language learners.

Patron Confidentiality:

- Protecting our patrons' confidentiality is a legal and moral imperative. Confidentiality means that at no time a patron's name, registration information, public computer activity or the materials he/she/they borrow(s) shall be mentioned to anyone except library staff.
- Any inquiries about patrons from anyone, including law enforcement, must be directed to library staff.

Schedule:

- Volunteers are expected to commit to a regular schedule for a minimum of 3 months unless otherwise determined by the volunteer and volunteer coordinator during on boarding.
 - It is important to FFL that volunteers prioritize their well-being and the needs of their personal schedules so the frequency in which a volunteer comes in is up to the volunteer (i.e. if they want to help out weekly, bi-weekly, monthly, etc.)
- Volunteers are expected to communicate when they will be late or unable to come in to the library at their expected time.

Sign-in & Recording Volunteer Hours:

- Please be sure to sign in and out every day that you are volunteering.
 - It is important for staff to know who is currently volunteering in the building.
 - Volunteer hour tabulation is an important part of the library's statistics.

Clothing Guidelines:

- Clothing worn when volunteering should be clean and "business casual." This includes not wearing clothing that is:
 - torn
 - unwashed
 - too revealing (i.e. crop tops)
- Closed-toed shoes such as boots, flats, sneakers, or structured sandals are recommended for safety purposes.
- Clothing and grooming styles dictated by religion or ethnicity are exempt from these guidelines.
- It is important that everyone volunteering is able to dress comfortably and express themselves authentically. Please bring any questions you may have to our Volunteer Coordinator.

Volunteers can expect:

- To be respected and appreciated for their efforts.
- To be acknowledged for their meaningful contributions.
- To be given the opportunity to express their ideas.
- To be given appropriate assignments according to skill, interest, and availability.
- To be given adequate training and to have a clear understanding of the duties, expectations, required skills, and time commitment
- To receive program and policy updates, and to be given feedback in a timely manner.



PATRON CONFIDENTIALITY AGREEMENT

Protecting our patrons' confidentiality is a legal and moral imperative. Confidentiality means that at no time the patrons' name, registration information, public computer activity or the materials he/she/they borrows shall be mentioned to anyone except library staff. Any inquiries about patrons from anyone, including law enforcement must be directed to library staff.

Signature: _____ Date: _____

Printed Name: _____

As a volunteer at the Fletcher Free Library, I understand and agree:

- This is a volunteer position. I will not be paid or otherwise compensated for my services. I am not an employee of the library.
- I will follow the supervision and reasonable direction of library staff.
- I will participate in any training required by the library.
- I am responsible for injuries to third parties and damages to their property, and may be personally liable for monetary damages a court may award to the injured party, if I am acting outside of the scope of my volunteer duties.
- I will arrive at my volunteer shifts on time, and communicate with my supervisor about anticipated changes in schedule.
- My volunteer assignment may be terminated at any time by either myself or the library.
- Protecting our patrons' confidentiality is a legal and moral imperative. Confidentiality means that at no time the patrons' name, registration information, public computer activity or the materials he/she/they borrow(s) shall be mentioned to anyone except library staff. Any inquiries about patrons from anyone, including law enforcement must be directed to library staff.

Participant's Name

Date

Participant or Parent/Guardian if under 18

Shelving Guide & Tips:

First floor-

- New books / Library of Things / DVDs / Audiobooks / Music CDs / Magazines
- Youth (all genres and formats)

Second Floor-

- Fiction / Mystery / Biography / Large Print

~These carts mostly contain books that are shelved alphabetically (typically by author's last name)

~The large print section has LP fiction, nonfiction, and biography sections

Third Floor-

- Nonfiction / Oversized / Graphic Novels / Foreign Language
- Young Adult (all genres and formats)

~These carts mostly contain books that are shelved by Dewey Decimal System (numerically first, then alphabetically). Exceptions are graphic novels and foreign language books.

~The graphic novel section contains fiction, nonfiction, oversized, and biography books.

General shelving tips:

- If a shelf is too full, you can shift a few books. We do try our best to keep one author's books on the same shelf together, but sometimes this is not possible.
- Circulation staff generally tries to put the books in roughly the correct order on the cart. Do not trust that they are all in the right order. You can organize the cart before you start shelving or as you go.
- Please ensure that the books are going in the correct section
- If you see something obviously damaged, wet, or with an unreadable spine label, please do not shelve, and give to circulation staff.

Fiction/mystery shelving tips:

- We currently do not organize books alphabetically by title. We do try to organize them by series label number if they have that label.
- Authors with same last name should then be shelved alphabetically by first name
- Labels should be read exactly as they are, ignoring spaces, apostrophes, and hyphens. Do not expand abbreviations (i.e. St. Vs Saint or OHara vs O'Hara)