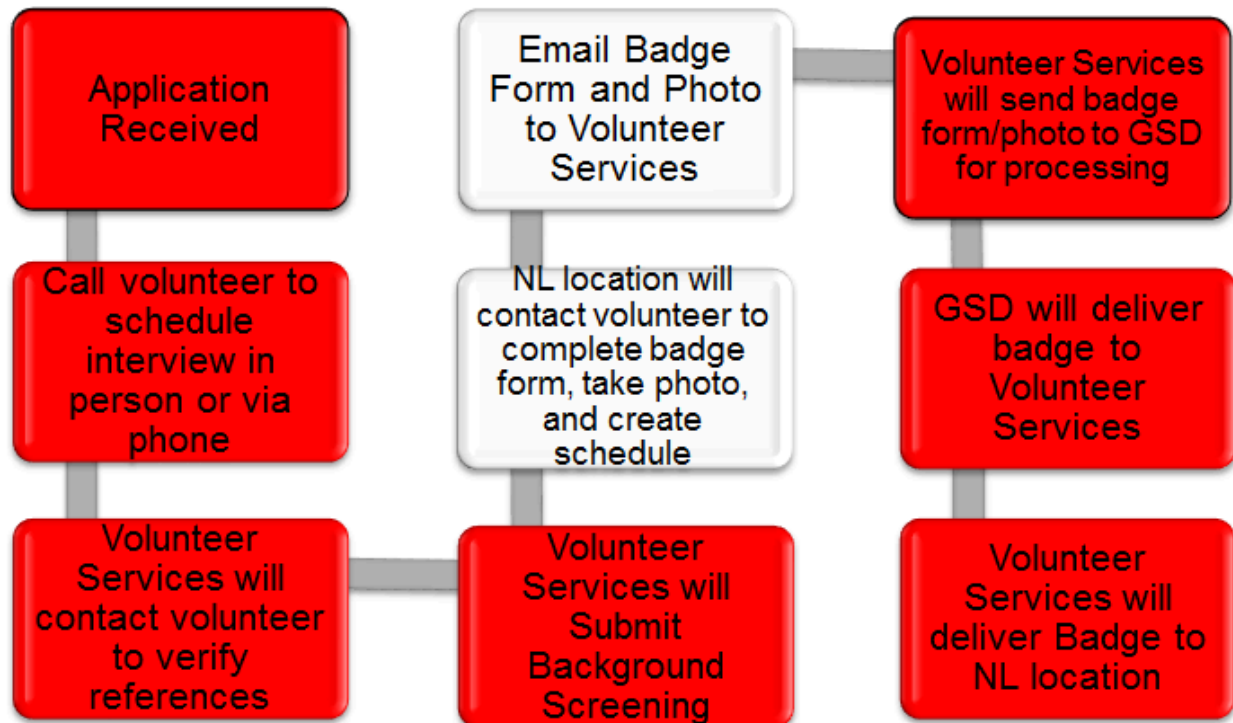


Volunteer Services Staff Process/Guide

Application Process



***All items in red are assigned to the Office of Volunteer Services.**

***All items in white are assigned to the Volunteer Supervisor.**

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Volunteer Timeline

Day 1:

Orientation
Tour of Library (Public & Staff Areas)
Introduction to Staff
Overview of Volunteer Role/Position
Receipt of Schedule
Receipt of Volunteer Handbook
Advised re: Volunteer Time Sheet

Week 1:

Badging Request Form/Photo Taken
Receipt of Temporary Badge
Job-specific training
Receipt of Assignments

Month 1:

Receipt of Volunteer Badge
Continue Job-specific training

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Month 2 & beyond:

Begin monitoring volunteer's performance for long-term service

Begin to expand volunteer's assignments

Encyclopedia of Volunteer Documents & Resources

1. **A Volunteer** is anyone who provides their time in service to HPL without payment and completes a volunteer application and background screen.
2. **Application** (HPL Website & Blog, Forms Sections)- direct link to online volunteer application; volunteer can create an account or log in to existing account and submit an application to volunteer
3. **Application Packet** (Intranet, Depts., Community Engagement, Forms & Documents)- paper form of the volunteer application for applicants without computer access
4. **Background Consent Form** (Blog, Forms Section)- official consent form provided to adult volunteer applicants to undergo a mandatory criminal background screening
*paper forms are provided to applicants without access to email or computers
5. **Badging Request Form** (Intranet, Forms & Documents, HR Tab)- official request form to obtain identification for staff, contractors, temps, and volunteers with the COH
6. **Calendar of Events** (Blog, General Section)- official calendar documenting upcoming volunteer assignments, events, and projects.
7. **Confirmation of Hours** (Blog, Forms Section & Intranet, Depts., Community Engagement, Forms & Documents)- document provided to volunteers (upon request) confirming total number of service hours performed on behalf of HPL
8. **Event Sign-In Sheet** (Blog, Forms Section)- sign-in sheet for large events and off-site programs providing volunteers (specifically groups and one-time volunteers) an

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alternative resource to properly record service hours outside of the electronic time sheet

9. **Frequently Asked Questions** (Blog, General Section)- information guide and reference point for staff
10. **Handbook** (Blog, General Section)- official guide to volunteer service with HPL; volunteers are provided the handbook upon orientation
11. **Inter-Office Policies & Procedures** (Blog, General Section & Intranet, Depts., Community Engagement, Forms & Documents)- the process for handling volunteer-related complaints, incidents, and issues pertaining to badging/identification
12. **Job Descriptions** (Blog, Forms Section)- official listing of HPL volunteer positions (Neighborhood Libraries, Central Library Services, & Special Collections)
13. **Lost/Stolen Badging Form** (Intranet, Forms & Document, HR Tab)- official document for staff, contractors, temps, and volunteers to report COH badges lost or stolen, and requesting the reprint of a new ID.
14. **Monthly Report & Statistics Form** (Blog, Forms Section & Intranet, Depts., Community Engagement, Forms & Documents)- primary document for recording service hours and maintaining a current roster of active volunteers; the report form is submitted to the Office of Volunteer Services by the 7th day of each month.
15. **Opportunities** (Blog, General Section)- direct link to HPL's official web page for the COH Volunteer Initiative Program; contains public postings of current volunteer opportunities with the Library
16. **Request Form** (Intranet, Depts., Community Engagement)- electronic form utilized by staff to submit a formal requests for volunteers
17. **Shelving Guide** (Blog, General Section & Training Portal)- guide to train staff & volunteers on the proper methods of shelving library books and materials according to the Dewey Decimal System; the guide also contains a link to online tutorials
18. **Spreadsheet** (Blog, General Section)- monthly spreadsheet containing the recorded

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volunteers hours, activities, and demographics of the HPL System; spreadsheets are archived for records and statistical purposes

19. **TimeSheet** (Blog, Forms Section)- electronic form utilized by HPL volunteers to properly record completed service hours and activities
20. **Volunteer Ceremony** (Blog, General Section)- annual slideshow display honoring the achievements and accomplishments of HPL volunteers

Q&A Section

1. Are volunteers (*including performers*) required to undergo a training process?

New volunteers must receive job-specific training as part of their orientation. Returning volunteers are also required to receive a refresher in training.

2. What is the estimated time for background checks?

The estimated time for background checks are 24-48 hours.

3. Can a volunteer begin service before the completion of their background check?

No. A volunteer cannot begin service without a background screening. Background screens are required *annually* for volunteers who continue to serve.

4. Is the online volunteer application a requirement?

Yes. Volunteer prospects are now required to use the online application process.

5. Are volunteers required to participate in orientation?

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Yes. All new and recent volunteers are required to attend orientation. The orientation will consist of pertinent information relating to Library policy, procedure, and protocol (dress code, schedules, assignments, communication, badging, access to the facility).

6. How do we access the online application?

The online application can be accessed via the HPL website. The applicant will choose the Get Involved Section. Next, the applicant will choose the option for volunteer. Then, the applicant will click the link for the Volunteer Initiative Program located under the “How” section. Finally, the applicant will submit their application online.

7. Does HPL accept court ordered volunteers?

No. The Houston Public Library does not accept court ordered volunteers. No exceptions

8. Is there a time limit for temporary badges?

Temporary badges are to be assigned to volunteers until an official volunteer badge from the GSD office arrives at the assigned location.

9. Is there a maximum number of hours per day a volunteer can work?

For volunteers 16 and up, the normal 40 hours a week is sufficient.

For volunteers age 14 and 15, no more than 18 hours a week during the school year. For the summer season, the normal 40 hours is allowed, but no more than forty.

10. What do we do if a volunteer wants to be reassigned?

The unit liaison should email volunteer services with the volunteer’s request. The volunteer will, then, be contacted by the Office of Volunteer Services for reassignment.

11. What is the policy on adult volunteers with no SSN?

Volunteers in the U.S. on a visa are allowed to volunteer due to the extensive background screening process they undergo upon entrance to the country.

12. Can volunteers perform their service during off hours?

Volunteers can perform their service during hours the library is closed if the schedule is approved by the manager and liaison, and the volunteer will be supervised at all times.

13. Will the juvenile interviews be conducted over the phone?

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Yes. Juvenile volunteers will be interviewed by phone. The parent or legal guardian will be an active participant in the interview.

14. How do we handle volunteers with long distance phone numbers?

Volunteers with long distance numbers can be referred to the Office of Volunteer Services for contact purposes if the assigned unit does not have a long distance authorization code.

15. Where does a parent sign for a juvenile volunteer on the badge form?

A juvenile volunteer does not require a signature from a parent on a badge form. However, a juvenile must have a parent or legal guardian present for their orientation with the assigned location.

16. Are there requirements for attire in the badge photo?

The requirements for attire in a badge photo are a presentable top or shirt. The exclusions are advertisements, slogans, or inappropriate terms, wife-beaters or muscle shirts, and for female volunteers, nothing low cut or visible spaghetti straps.

17. How do we handle volunteers that want to teach?

Volunteers who would like the opportunity to teach are welcomed in the Volunteer Services Program, and will undergo the same placement process as other volunteer job descriptions. If a location has stated a need for instructors or could use an instructor to increase programming, a volunteer will be recruited for the assignment.

18. How do we handle short-term volunteers(i.e. Spring Break)?

Volunteers who are recruited on a short-term basis or for special projects by a library unit can begin their service upon the start date provided by the assigned location. However, the volunteer is considered “active” and must be referred to the online application.

19. Do potential volunteers need an email to fill out the online application?

Yes. An email address is required for the online application. If a volunteer applicant does not have an email address, please assist the applicant in setting up an email account.

20. What is the overall time period between receipt and start date?

The time frame for volunteer services to process a new volunteer is 2 weeks. the assigned location should take no longer than 1 week to contact a new volunteer for the

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requested unit/department.

21. Is the application and orientation available in languages other than English.

Yes. The application is currently available in Spanish.

22. Will we receive update volunteer literature?

Yes. The Office of Volunteer Services has created a blog that will be updated regularly, all new advertisements for volunteer services will be provided to each location and department via the Print Shop.

23. Do we give out the web address for the Volunteer Services Blog?

No. The blog is strictly for employee use.

24. Can volunteers be recruited for outdoor work?

No. Any projects concerning a library building should be forwarded to the Planning & Facilities Office.

25. What is the time frame for requesting volunteers?

Please notify the Office of Volunteer Services regarding requests at least 1 week in advance of the assignment date.