Welcome!

It is a pleasure to welcome you as a volunteer to Jackson County Library Services (JCLS). Through the gift of your energy and time you are contributing to your community and assisting the Library’s efforts to create life-long learning opportunities. As a volunteer, you are an ambassador and help to create public awareness concerning all of the programs and services the library provides. Our staff is grateful for the generosity and assistance our volunteers give, and hope that your volunteer work at the library will be a satisfying and rewarding experience.

About Jackson County Library Services

Mission

The mission of the Jackson County Library is to connect everyone to information, ideas and each other.

To achieve its mission, the Jackson County Library has three primary goals:

- **LEARN**: Jackson County Library Services will advance Jackson County’s education priorities;
- **CONNECT**: Jackson County Libraries are open, thriving spaces where people link to the universe of possibilities that enrich their lives;
- **GROW**: Jackson County Library Services will contribute to the economic vitality of our communities.

Jackson County Library District

The Jackson County Library District is an independent unit of local government dedicated to library operations in Jackson County. The District is governed by an independent, unpaid Board of Directors elected by the local community.

Susan Kiefer, President | skiefer@jacksoncountylibrarydistrict.org
George Prokop, Vice President | gprokop@jacksoncountylibrarydistrict.org
Carol Doty | cdoty@jacksoncountylibrarydistrict.org
Cathy Shaw | cshaw@jacksoncountylibrarydistrict.org
Jill Turner | jturner@jacksoncountylibrarydistrict.org
Jackson County Library Services Contact Information

Business Office
205 S. Central Ave.
Medford, OR 97501
541-774-8679

Website: jcls.org
Facebook: www.facebook.com/jclibraryservices
Twitter: www.twitter.com/JCLS_tweets

Branch Contact Information
Hours and location of each branch can be found on the jcls.org “Hours & Location” page.
As a volunteer, your primary contact will be the branch manager or department supervisor.

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<tr>
<th>Branch</th>
<th>Phone Number</th>
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<tbody>
<tr>
<td>Applegate</td>
<td>541-846-7346</td>
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<td>Ashland</td>
<td>541-774-6980</td>
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<td>Butte Falls</td>
<td>541-865-3511</td>
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<td>Central Point</td>
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<td>Gold Hill</td>
<td>541-855-1994</td>
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<td>541-899-1665</td>
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<td>Medford</td>
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<td>541-878-2270</td>
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<td>541-535-4163</td>
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<td>White City</td>
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Holidays and Closures

New Year’s Day           Birthday of Martin Luther King Jr.        President’s Day
Memorial Day             Independence Day                           Labor Day
Thanksgiving Day         Christmas Day
Policies and Procedures

Assignment

We want to make sure that your volunteer experience with us is a positive one. It is our goal to provide volunteers with positions that are worthwhile, challenging, and suited to your skills and abilities. If your volunteer placement is not meeting your expectations, we encourage you to ask for a change in position and every effort will be made to accommodate you.

Attendance and Absences

As a volunteer we depend on you to complete your shifts, but understand that from time to time situations arise that may prevent you from doing so. Please alert your supervisor of any scheduled absences—such as vacations—as far in advance as possible so a substitute may be found. In the event of an unscheduled absence—such as illness or emergency—please contact your supervisor or the Volunteer Coordinator as soon as you are able.

Attire and Grooming

Volunteers are expected to dress appropriately for the tasks they are doing. Casual clothing is fine, but we ask that your attire be neat and clean when on duty. Inappropriate attire for volunteer work includes tank tops, spaghetti straps, strapless and halter tops, “mini” skirts and short shorts. Please avoid revealing or see-through clothing; undergarments should not be visible. We require our volunteers to wear closed toe shoes when working with books for safety reasons. Please no flip-flops, thongs or slippers. The Volunteer Coordinator will provide you with a Jackson County Library Services volunteer nametag. Please wear your nametag at all times when volunteering.

*Please Note:* All locations of Jackson County Library Services are “fragrance-free” workplaces. This includes perfumes, colognes, body sprays or scented lotions.

Background Checks

Jackson County Library Services is committed to providing a safe environment for both staff and patrons. To that end, we ask that all prospective volunteers submit to an interview and background check that will include, at a minimum, a criminal background check and a sex offender registry check. If there is a break of more than one year in service, a new background check will be required before a volunteer may resume their position.

Conduct

Volunteers are expected to conduct themselves in the same manner as Library staff and must adhere to the policies and practices established regarding work schedule, attendance, conduct, performance, safety procedures, proper attire, etc. Volunteers represent the Library and are expected to treat patrons and staff in a respectful manner. Should volunteers be unable to adhere to the codes of conduct set forth in this handbook, they may be released from their duties at the discretion of the library.
Confidentiality

Confidentiality is very important in a public library, particularly relating to patron information. The confidentiality of library records is stipulated in Oregon law. This includes any information about materials a patron has looked at, asked for, requested or checked out. Volunteers do not work at the circulation desk, access the patron database or answer reference questions. Volunteers may not have access to non-public areas when not on duty.

Discrimination

Volunteers are recruited without regard to age, race, creed, color, national origin, religion, marital status, sexual orientation, gender, physical appearance, socioeconomic level, education level or any other legally protected characteristic.

Emergency Procedures

Each branch has a set of emergency procedures in place. In the event the fire alarm sounds, please exit the building and proceed to the designated safe place as directed by a staff member. For more information regarding the emergency procedures, ask your volunteer supervisor.

Ending Volunteer Service

Volunteers may resign from volunteer service with the Library at any time. Ideally, volunteers will notify their supervisor of their departure and give as much notice as possible. Volunteers can be released from volunteer duties at any time at the discretion of the Library.

Minors

Volunteers must be at least 14 years of age to be an independent volunteer, and individuals under age 18 are required to obtain a signed agreement from a parent or legal guardian. Youth who are 13 years and younger may volunteer if accompanied at all times by a parent or guardian who has completed a criminal background check and is a registered volunteer.

Policy against Harassment

Jackson County Library Services is committed to maintaining an environment that is free of harassment; from staff and volunteers as well as harassment directed at staff and volunteers from patrons. If during the course of your duties you encounter any behavior from a staff member or a patron that makes you uncomfortable, please notify your supervisor as soon as possible. Volunteers may witness misbehavior and infractions concerning library policy on the part of patrons, but are not expected to deal with these directly. Informing paid staff of the misbehavior is adequate and appropriate.

Problem Solving

We believe the time you spend volunteering at our Libraries will be a positive and rewarding experience, but occasionally a problem may arise that hinders your enjoyment of your volunteer placement and work. Notify your volunteer supervisor or the Volunteer Services Coordinator if you encounter difficulties, have a concern, or need assistance to resolve an issue. Our goal is to work with you to find a solution that will restore your enjoyment in your volunteer experience.
**Recording Hours**

All volunteers are asked to sign in and out and keep accurate records of time spent volunteering for the Library. Your volunteer supervisor will instruct you in how to fill out the volunteer time sheet and show you where it is kept.

**Safety**

We ask that our volunteers be alert and aware of their surroundings and report unsafe acts or conditions to his or her supervisor. Each volunteer will receive safety training from their supervisor and should immediately report any accidents or injuries, whether minor or serious, to their supervisor.

**Time Commitment**

Certain volunteer positions require training that is more intensive and time-consuming for our staff. For this reason, we may ask you to make a commitment to your volunteer service for at least three to six months. If you require a shorter term volunteer opportunity, notify the Volunteer Services Coordinator and one may be found for you.

**Training**

Each volunteer has an on-site supervisor and follows the work procedures established by that staff member. The supervisor is responsible for management and guidance of a volunteer’s work and provides training to prepare volunteers to perform their duties. Volunteers should keep their supervisor informed of their progress, any challenges they encounter, and status of projects that have been assigned to them.

**Volunteer Personnel Files**

All volunteer personnel files are strictly confidential and maintained by the Volunteer Services Coordinator. The volunteer personnel file contains basic contact information and records about your service with the Library and may only be reviewed by the volunteer, the Library Director, and the Volunteer Services Coordinator.

**Work Schedule**

Due to time, equipment and space constraints, most volunteers will have a consistent schedule that allows the Library to make the most of the time our volunteers so generously give. Our volunteer supervisors will collaborate with you to set a schedule that works best for you. Please notify your supervisor if you need adjustments to your schedule, or if you know you are going to be out.