

Keene Public Library

Youth Volunteer Manual



Keene Public Library
60 Winter Street
Keene, NH 03431
603-352-0157
gzachariah@ci.keene.nh.us
www.keenepubliclibrary.org

Library Hours

Monday 9 am – 9 pm
Tuesday 9 am – 9 pm
Wednesday 9 am – 9 pm
Thursday 9 am – 9 pm
Friday 9 am – 6 pm
Saturday 9 am – 5 pm (June – August, 9 am- 1 pm)

Thank you for volunteering your time at the Keene Public Library.

Your time, energy, and talent enable our library to continue providing a high level of service. While you are here to help the library, we believe you will get something out of your service too. If your association with the library does not meet your needs, please see Gail Zachariah, Head of Youth and Community Services as soon as possible. You can reach Gail at 603-352-0157 or gzachariah@ci.keene.nh.us.

This manual is yours to keep. It has all of the tidbits of information you will need to be a successful teen volunteer! Feel free to make notes in this manual and be sure to add any updates you may receive.

What to Wear...

- ✓ Dress is office casual – no bare midriffs, no bare shoulders, no short shorts or very short skirts. Generally, the more skin covered, the less likely that your wardrobe will be an issue. We never want to see the 3 B's (breasts, butts, or bellies). Chances are if it is inappropriate at school, it's also inappropriate while volunteering or working at the library.
- ✓ Jeans are acceptable, but ragged, frayed or cut-off jeans, or jeans with holes in them are inappropriate on the job.
- ✓ T-shirts with political messages or promotional graphics related to drugs, alcohol or sex are inappropriate for the workplace.
- ✓ As your job may include moving cart loads of books and going up and down stairs, for personal safety, flip-flops are not allowed.

Conduct

Friendly, efficient service is expected at all times. Since the public sees you as a library staff member, you represent the library and its commitment to excellent service.

As a library representative, it's important to be careful of what you say, and remember, no swearing or yelling.

Food and drinks (other than water) are not allowed in public areas. This includes the service desks.

Snacks are for break time only. You must notify your supervisor when you are taking your break.

Use of cell phones or mp3 players while at work is only permitted at break or lunch time. (That means no texting, too.) If your family needs to reach you, please have them call the library, and let them know you will not be checking your phone until you have a break.

Arrive at work on time. Promptness is expected. If you are not going to be here for any reason, notify your supervisor. From time to time, you will likely see a friend or two while you are working. Of course you can say "Hi!" but please keep your visit to a minimum.

If you see a library patron breaking one of the library's rules, please see one of the librarians. We do not expect or want you to enforce these rules yourself.

Questions

It's very likely that in the course of your work, library patrons will ask you questions. If they ask locational questions such as, "Where is the restroom?" go ahead and politely give them the answer. Otherwise refer them to the Youth Information Desk or the Reference Desk where a librarian will help them. Questions related to the location of books and other library materials should be referred to a librarian.

While at Work . . .

From time to time, you will likely see a friend or two while you are working. Of course, you can say, "Hi!" However, please keep your visit to a minimum.

Conduct

Friendly, efficient service is expected at all times. Since the public sees you as a staff member, you represent the library and its commitment to excellent service.

Try to be pleasant and courteous to everyone using the library, regardless of their demeanor.

You need to remember that you are in the children's section of a public library. We do not allow swearing or yelling. Be careful of what you say because you are representing the library.

Food and drink are not permitted in the library except in the staff areas. Smoking is not allowed anywhere in the library.

If you see library patrons breaking one of the library's rules, please see the Youth Librarian. We do not expect or want you to enforce these rules.

Questions?

It is very likely that in the course of your volunteer work, customers will ask you a question. If they ask location questions such as, "Where is the restroom?" go ahead and politely give them the answer. Otherwise, refer them to the Youth Information Desk where a librarian will help them. Questions related to the location of books and other library materials, reference questions, should be referred to the librarian.

What will you be doing as a VolunTeen?

Simply stated, you will be helping the librarians. You will help sort book carts (also known as book trucks). Sometimes you might put materials back on the shelf. You might clean or repair library materials. Everyone will help us by pushing in chairs and straightening the books on the shelves.

You may help by preparing and assembling craft projects. You may help by creating flannel boards or posters. You can help during storytimes and special programs by assisting children with crafts or other activities.

You may help patrons sign up for our summer reading program. You may help patrons log in the hours and books they have read during the summer.

You might help children play a table or a computer game.

You may help librarians create book displays. A big part of this will be looking for and pulling books.

You may write book reviews and record them as video or sound recordings that we will post on our website.

What you will not be asked to do

Volunteers do not answer our phone. If you hear it ringing and the librarian can't get to it, don't worry. The phone automatically goes to a recording. It would be very helpful to remind the librarian that the phone rang. This way he or she will be able to respond to the message in a timely manner.

For the most part, you won't be sitting at our service desk. Although, at some point in your volunteering, you will be paired up with a librarian and have the opportunity to watch and observe. Occasionally, you might be asked to use a computer at the desk to complete a task.

You won't be checking in or checking out books for patrons.

You won't be asked to leave the library building or grounds.

Books and Library Materials Have a System

All of the books and the materials in the Keene Public Library are arranged with a system. It is important that everyone puts books back where they belong or else that are essentially lost.

Remember this rule for how the books are shelved: left-to-right, top-to-bottom

That means you start at the left on the top shelf and move to the right until the shelf ends.

Then, you go to the next shelf beneath that and do the same, left to right, top to bottom. When you get to the end of the bottom shelf, move up to the top shelf of the next section, and continue...

The Dewey Decimal System and Non-Fiction Books and Materials

During the course of your involvement with the Keene Public Library, you will become familiar with the Dewey Decimal System. The Dewey Decimal System is how most libraries arrange their nonfiction or informational materials.

Non-Fiction books are what are often thought of as informational books but most libraries also put folktales, plays, and poetry in Non-Fiction.

The Dewey Decimal System is divided into ten broad subject categories that are then subdivided.

- 000 Generalities
- 100 Philosophy and Psychology
- 200 Religions
- 300 Social Science
- 400 Languages
- 500 Natural Science and Mathematics
- 600 Technology (Applied Sciences)
- 700 Arts
- 800 Literature
- 900 Geography and History

It is called a decimal system because it uses decimals. An example of a Dewey Decimal call number is 009.09 McD. A Dewey call number always has three numbers to the left of the decimal.

Books that are nonfiction, or true, are about real things, people, events, and places. However, there are some exceptions to this in most libraries. For instance, in the Keene Public Library, we shelve fairy tales and poetry in the nonfiction area of our library using the Dewey Decimal System.

Biographies and Autobiographies are non-fiction but at the Keene Public Library, these books are not arranged by the Dewey Decimal System. Rather, they are arranged by the name of the person that the book is written about.

Fiction Is Almost Always Arranged by the Author

Fiction books are put on the shelf in alphabetical order by the author's last name.

Actually, in the Keene Public Library, we have several areas for Fiction Books. The Picture Book or Easy Section is arranged by the author's last name, as is the Beginning Reader Section. For instance, all of the Eric Carle books will go together. Both the Picture Books and the Beginning Readers have a green dot and three letters of the author's last name on the spine.

We also have a Juvenile Fiction section and a Mystery Juvenile Fiction section. These books are arranged by first the author's last name and then the authors first name. So the books by **John** Christopher will be together but be before the books by **Matt** Christopher.

There are also exceptions to the rule of fiction being arranged by the author's last name. Sometimes we shelve books by the series title. We do this if several people author a series. This is the case with the American Girl series of books.

Confidentiality

As a volunteer, you may have access to personal information about library patrons, other volunteers or city staff. All information about library patrons or personnel, including fellow volunteers, is confidential. Never divulge any information about customers' reading preferences or library records to anyone, including family members, law enforcement officers, teachers, friends, etc. Volunteers are held to the same standards, as are paid staff in maintaining confidentiality. This also applies to information regarding library security.

You Deserve a Break Today!

If you need to use the restroom or get a quick drink from the water fountain, go right ahead. If you will be gone for more than 5 minutes, please let someone know before you go. It's also okay to use the telephone, but your phone calls must be very brief and local only.

Remember, you are really appreciated!

The Keene Public Library thanks you very much for your interest in being a VolunTeen. We really depend on your help. You will be part of the success or failure of the library's overall service to the Keene community. It is a major responsibility but it should be fun, too.

Remember, if you have any questions about the program; please contact Gail Zachariah at 603-352-0157 or gzachariah@ci.keene.nh.us