

**Canby Public Library  
Volunteer Handbook  
2024**



## Table of contents

<b>CPL Mission &amp; Vision Statements .....</b>	<b>3</b>
<b>Libraries in Clackamas County (LINCC) .....</b>	<b>4</b>
<b>Friends of the Canby Public Library .....</b>	<b>5</b>
<b>Canby Public Library Foundation .....</b>	<b>7</b>
<b>Library Advisory Board .....</b>	<b>9</b>
<b>Volunteer Procedures &amp; Restrictions .....</b>	<b>11</b>
<b>Application Process .....</b>	<b>11</b>
<b>Library Map .....</b>	<b>12</b>
<b>Accessing the Building .....</b>	<b>14</b>
<b>Volunteer Desk &amp; Volgistics .....</b>	<b>15</b>
<b>Patron Confidentiality .....</b>	<b>15</b>
<b>Volunteer Records .....</b>	<b>16</b>
<b>Political Activity .....</b>	<b>16</b>
<b>Patrons with Questions .....</b>	<b>16</b>
<b>Volunteer Assignments .....</b>	<b>17</b>
<b>Frequently Asked Questions .....</b>	<b>21</b>
<b>Holiday Closures &amp; Unscheduled Closures .....</b>	<b>23</b>
<b>Contact Information .....</b>	<b>24</b>

## Mission Statement of the Canby Public Library

### Mission

The Canby Public Library strives to provide a safe, welcoming, and dynamic environment where all come to learn, explore, invent, create, and connect with free and equitable services. By providing information, resources, assistance, programming, and access to technology, we are investing in a stronger Canby community.

### Vision

The Canby Public Library is a values-driven organization and community hub dedicated to cultivating personal and collective growth through quality services and compassionate interactions.



### Libraries in Clackamas County (LINCC)

Canby Public Library is a member of the Libraries in Clackamas County (LINCC) consortium. Each member library is independently run by its local city government (and a couple by the County), and supplemental funding is provided by the county-wide library district. Although materials are selected, purchased, cataloged, and owned by each individual library, they are shared freely between libraries via a daily courier delivery. LINCC libraries are working towards greater standardization between locations, to provide a more consistent level of service for patrons throughout the county.

As each library is independently operated, volunteers are only authorized to help out at one specific library. To volunteer at more than one library, it's necessary to apply at each location separately.

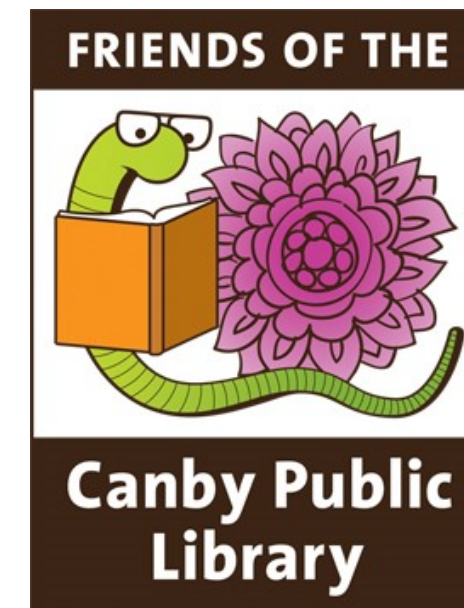


### Friends of the Canby Public Library

Their mission: "Friends of the Canby Public Library is a volunteer organization that provides supplemental funding, advocacy and community engagement to benefit the Canby Public Library."

The Friends operate the Book Garden bookstore inside the library year-round, and also host periodic fundraisers throughout the year. Proceeds support the following services and programs:

- Craft workshops for adults
- Reading programs for all ages
- Fun, monthly programs for kids, teens, and families
- Community outreach
- Passes to local museums and cultural venues
- Subscription to *BookPage* magazine (available at The Book Nook, Retro Revival, and Thriftway)



There are several ways to support the Friends:

Become a member. An annual membership costs \$15 for one person, \$10 for teens and seniors, and \$25 for a family. Brochures with more information are available in the library.

Become a Friends volunteer. Send a message to [canbyFOL@gmail.com](mailto:canbyFOL@gmail.com) to learn more.

Follow the Friends on Facebook to hear about weekly sales in the bookstore! Search for Friends of the Canby Public Library.

Donate gently used materials to be sold in the bookstore. Books should be published within the past 5 years (or classics in good condition), and magazines should be no older than 3 months. Please, no VHS tapes, dictionaries or encyclopedias, Reader's Digests, computer books, or textbooks. Donations can be brought to the library during open hours.

Make a financial contribution. The Friends are a 501(c)3 non-profit organization.

Shop at the Book Garden, located inside the library. The store features popular authors and a wide variety of reasonably-priced materials.

Attend the Friends' special fundraising events throughout the year. Past events include the Christmas Tour of Homes, The Great Backyard and Patio Tour, and fundraisers at the Willamette Valley Country Club.

Visit their webpage for more information: <https://www.canbyoregon.gov/library/page/friends-canby-library>

## Canby Public Library Foundation

Their mission: "We cultivate and direct resources to enhance and sustain our library now and for generations to come."

The Foundation raises money from private donations, grants, and fundraising events, such as the Canby Film Fest, an event that showcases short films by local filmmakers.

The Foundation recognizes that it's the City's responsibility to provide library services up to the minimum standards set by the Oregon Library Association, and it is the Foundation's goal to add to that to achieve a margin of excellence for our community. The Foundation is open to providing resources—financial or material—that help raise our library to excellence, having funded equipment for the makerspace, a digital signboard, the Accounts Services Desk, and made other significant contributions, its focus is on the underserved middle-school population, and in the past have planned and presented programs for middle-schoolers on coding, avionics, math, and other S.T.E.A.M. topics.



The Foundation's long term goal is to develop an endowment fund that will permanently provide the resources the Library needs to achieve excellence. Thanks to donations from estate planning, monthly donations, corporate matching donations, and one-time donations, the Foundation has recently received a substantial influx of contributions to bring that about.

Financial donations to the Foundation can be directed to specific areas (children's services, teen services, or technology) or unrestricted, which allows the Foundation to direct funds to the most critical need. Gifts are tax-deductible. Brochures with more information are available in the library, or you can visit their website at <http://canbypubliclibraryfoundation.org/>. Follow them on Facebook to hear the latest news.



### **Canby Public Library Advisory Board**

The Library Board serves to advise City Council on matters relating to the library and its operation. The Board consists of 7 voting members (2 of which must reside in the unincorporated area, and 5 within City limits) and one high school student member (residing within Canby School District). Volunteer Board members serve a 4-year term (maximum two terms).

The Board's duties and powers include:

- Keeping informed about current trends in the library services and administration;
- Studying library growth and needs in the city and its vicinity;
- Developing long-range plans for library service and facilities, consistent with city priorities and with state, regional and national goals pertinent to libraries;
- Recommending types of library service for the City and its vicinity;



- Investigating sources of funding for library service and facilities;
- Participating in the annual budgetary process of the city as that process pertains to the library;
- Recommending policies for the acceptance and use of gifts for library purposes;
- Recommending policies and procedures conducive to efficient and effective operation of the library;
- Reviewing and recommending terms for contracts and working relationships with other public agencies regarding library service;
- Encouraging widespread public support and use of the library;
- Submitting an annual report to the city council and the state library; and
- Performing other duties as authorized by the city council.

More information (including agendas and minutes for past meetings) can be found at <https://www.canbyoregon.gov/bc-library> . To apply to serve on the Library Board, please look for openings at <https://www.governmentjobs.com/careers/canbyoregon/promotionaljobs> . The Board meets on the 3<sup>rd</sup> Tuesday of each month, at 5:30 pm, in the Civic Center/Library. Meetings are open to the public.



## **Volunteer Procedures & Restrictions**

### Eligibility Requirements.

Volunteers must be at least 14 years old and are required to work a minimum of 20 hours per calendar year. Individuals who are completing required service hours for a community or school organization are welcome to volunteer at the library. It is the responsibility of the volunteer to keep track of any required paperwork. The library does not accept volunteers who are completing court-ordered community service.

### Restrictions on volunteer work.

Volunteers are not permitted to:

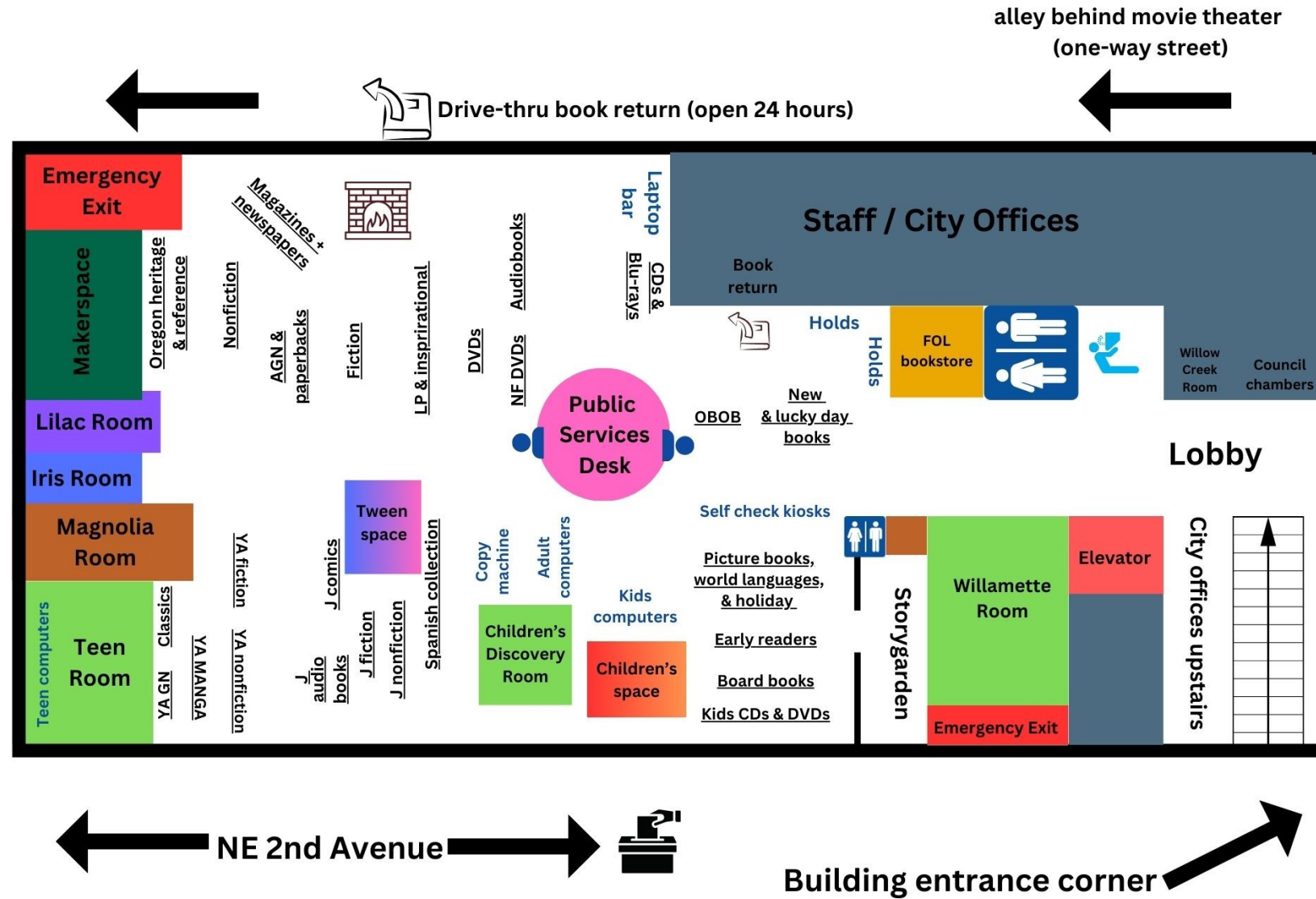
- Conduct financial transactions on the library's behalf;
- Check in returns or use the catalog software (WorkFlows) for any function other than scanning picklist items;
- Work more than 19 hours in a given week;
- Work in the library without paid staff present; or
- Remove access badges from the library building.

### **Application Process**

Persons wishing to volunteer must complete an online volunteer application through Volgistics: <https://www.canbyoregon.gov/library/page/volunteer> . For sensitive assignments (those involving catalog access or working with children), applicants will be asked for additional information for the purposes of a background check. A parent or guardian must co-sign the background check forms for applicants ages 14-17.

*(continued on page 14)*

# Canby Public Library Map (2024)



Once the application has been received (and the background check completed, if applicable), the volunteer coordinator will contact the applicant to schedule an orientation. The orientation includes a tour of the library (public and staff areas), creating a Volgistics account, a discussion of the responsibilities of a volunteer, having their photo taken for the display board in the staff room, determining the volunteer's schedule, and initial training.

#### **Accessing the building**

During open hours, volunteers can enter and exit the building by the main doors. Before open hours (or if it's more convenient), volunteers can also ring the bell at the library's back door in the alley (the last gray door before the book returns). Remember to watch out for traffic and other Civic Center doors opening without warning.

While onsite, volunteers should borrow a Volunteer Badge (stored above the Volunteer Desk), which doubles as an access card to get through the interior staff room door. Library staff are generally onsite starting at 9 am, Monday-Saturday. Staff are not present on Sundays and holidays.

#### **Volunteer Desk & Volgistics**

The Volunteer Desk is located inside the library staff room, near the back door and the staff restroom. The lockers next to the desk are available for securing personal belongings during a shift. Volunteers are required to wear one of the volunteer badges while they're working, but please remember to leave the badge at the desk when you're done for the day.

Starting in 2021, the library now uses a website called Volgistics to coordinate some parts of the volunteer program. New volunteer applications, schedules, hours tracking, the handbook, email updates, and volunteer assignments are all handled through Volgistics. This website is accessible on the laptop at the Volunteer Desk, and also from any computer or mobile device (via the library's website: <https://www.canbyoregon.gov/library/page/volunteer>). You should have received a Volgistics login during your orientation, but if you need any help, feel free to contact the library's volunteer coordinator.

#### **Patron Confidentiality**

Volunteers are not allowed to access patron records, including (but not limited to) name, address, phone, email, items checked out, bills, and staff notes. However, by working in staff areas, volunteers may inadvertently come across patron information (whether printed out, overheard, or on a computer). All patron information is strictly confidential, and is not to be recorded or shared. *The library takes privacy issues very seriously, and violation of this policy is grounds for immediate dismissal of the volunteer.*



### **Volunteer Records**

Volunteer information is also confidential, and is kept separate from the general library database. Applications, assignments, and records of hours are kept on file for as long as the volunteer is active, and then for a period consistent with the legal retention requirements for public records. If a volunteer leaves their position and later wants to return, they may need to re-apply and get an updated background check (if applicable), if a period of more than 3 years has elapsed since their last volunteer shift.

### **Political Activity**

ORS 260.432 states that a public employee\* may not, while on the job during working hours, promote or oppose election petitions, candidates, political committee or ballot measures. Additionally, no person (including elected officials) may require a public employee (at any time) to do so. \*A “public employee” includes public officials who are not elected, whether they are paid or unpaid (including appointed boards and commissions).



### **Patrons with Questions & Where to Send Them**

Volunteers regularly get mistaken for members of staff. Beyond basic directional questions, volunteers should redirect all patron inquiries to the service desks. That way, patrons can get the

benefit of staff knowledge and expertise. Additionally, staff track the number of questions received, and need an accurate tally.

Here’s where to steer patrons with questions:

Please refer patrons to the **Public Services Desk** for new cards, transactions involving money, account issues, checkouts, and all other questions. The printer/copier/scanner is self-service, but patrons often need help from staff.

The self-check kiosks in the walkway are available for patrons to check out their own materials. The kiosks cannot take payments.

The catalog computers (also called PAC stations, for **Public-Access Catalog**) are where patrons can look up library materials without needing to log in; access their accounts to place holds or renew current checkouts; or add titles to their lists. The PAC stations also provide access to the library’s website, where patrons can book a meeting or study room. If patrons want help with any of this, staff at the Information Desk are happy to assist.

### **Volunteer Assignments**

Assignments are determined by the Volunteer Coordinator, taking into account the volunteer’s skills, background, and preferences, as well as the library’s needs and current volunteer coverage. We cannot guarantee that a volunteer’s top choice of assignment will be available.

**IMPORTANT:** Sensitive assignments (anything that entails access to the library’s database or working in close proximity with children) will require a background check. The volunteer

applicant will be asked to supply additional information during the application process, if they're interested in one of these assignments.

Picklist (sensitive assignment – background check required)

This is where the library needs the most volunteer support, year-round. Working from a daily report, the picklist volunteers locate requested library materials, check them in, and route them for holds at CPL or other LINCC libraries. Picklist volunteers are assigned to a specific day of the week, and can choose their own start time. The task usually takes 1-2 hours. After initial training, staff will be available to answer questions, but this is largely a self-directed assignment.

Basic Shelving

Volunteers are assigned to shelve in specific collection areas (materials with simple call numbers, such as board books and paperbacks). This assignment is appropriate for volunteers who come with an aide or supervisor of their own. This schedule is flexible.

Advanced Shelving

Volunteers are assigned to collection areas with more complex call numbers. These volunteers should be comfortable with alpha-numeric organization, have good attention to detail, and be able to work without direct supervision. This schedule is flexible.

Shelfreading

Volunteers are assigned to a specific range of call numbers, and their task is to review the shelves to make sure materials are in the correct order. This also involves straightening up materials that are loose or falling over on the shelf, to improve the appearance and usability of the collections. This schedule is flexible.

Shelf straightening

Volunteers organize items on library shelves neatly. These volunteers do not need to sort items into the correct order (see shelfreading above). This schedule is flexible.

Program Assistant (sensitive assignment – background check required)

Volunteers help library staff with the preparation and running of library programs, potentially for children, teens, or adults. The specific work will be assigned by the staff member planning the program, and may involve: preparation of craft supplies; stuffing bags or boxes; printing or folding flyers; preparing snacks; counting attendees; helping to supervise the behavior of kids or teens; cleaning up afterwards; and other duties as assigned. The schedule may be flexible or fixed, depending on the specific program.

Cleaning

Volunteers help keep the library clean by removing visible grime from library items, dusting or wiping library shelves, cleaning tables or toys from library programs, and removing trash or toys from the library floor. This schedule is flexible.

## Teen volunteer assignments

The following assignments are intended for teenage volunteers.

### Arts, Crafts, & Coloring Aficionado

Help with preparing and organizing arts and crafts for our Wednesday programs, 10:30-12:00pm and 3:30-5:00pm.

### Collection Maintenance Assistant

Maintain the library collections by shelf reading, pulling damaged items, or displaying books.

### Lego Play Master Builder or Organizer (sensitive assignment—background check required for Master Builder)

Participate in weekly Saturday Lego play events and take apart Lego builds each week.

### Maker Lab Mentor or Assistant Manager (sensitive assignment—background check required)

Mentor kids during Maker Lab, learn and tinker with the library's Makerspace equipment, create samples for Maker lab events, and research new Maker lab ideas.

### Minecraft Moderator or Game Master (sensitive assignment—background check required)

Co-manage library Minecraft events as a moderator, content creator, or co-op player.

### Summer Reading Program Assistant (sometimes sensitive assignment—background check may be required)

From late May to the end of August, prepare activity and craft samples and assist with summer events.

20

## Frequently Asked Questions

### Who should I contact with questions?

The library supervisor/volunteer coordinator is Steven Hager (503-266-0657, [hagers@canbyoregon.gov](mailto:hagers@canbyoregon.gov)). Program assistants should first consult their supervising member of staff.

### Where should I park?

The City parking lot is located on the far side of Canby Cinema. It's free, and has no time limit. Please do not park in the Cutsforth parking lot across from the library.

### Is there a dress code?

We do not have an official dress code, but recommend comfortable clothing and closed-toed shoes for safety reasons. Some tasks may involve kneeling on the floor or moving dusty supplies. Clothes should be clean, in good condition, and not overly revealing. In addition, strong personal odors (whether natural or applied) are not appropriate for the library.

### Can I help patrons find what they're looking for?

If it's a basic directional questions (such as "Where are the restrooms?" or "Where's storytime?"), then please do. But for anything more complicated (including seemingly-simple requests for help with the catalog), please refer patrons to the Information or Accounts Desks, so they can get the best information possible. Do not ever put yourself in the position of explaining library policy to a member of the public.

### Should I enforce the Patron Behavior Rules?

21

No, only staff should address patron behavior issues. If you observe a violation, such as someone stealing materials, vandalizing library property, fighting, eating messy food, etc., please notify staff immediately.

What if I can't make my scheduled shift?

If you know in advance that you'll have a schedule conflict, please let one of the library supervisors know (email is preferred, but phone is also fine). If you have a same-day schedule conflict or are out sick, just call the library's main number (503-266-3394) and tell any member of staff. They'll pass the information along.

Can friends and family visit me while I'm volunteering?

Friends and family are welcome to visit you in the public areas of the library while you're working. However, we ask that they refrain from helping you with your work, unless they have also been through CPL volunteer training for that task. Furthermore, friends and family should not visit in the staff room for extended periods of time.

If I live outside of Clackamas County, can I get a free out-of-area library card for volunteering?

Unfortunately, no. An out-of-area library card (also called a Non-MIX card) has a monetary value over \$50, which is the cutoff for gifts received by public employees (including volunteers) by Oregon ethics law. Please ask a library supervisor or any staff member at the Accounts Desk about affordable card options for non-Clackamas-County residents.

**Holiday Closures**

January 1 (New Year's Day)  
3<sup>rd</sup> Monday in January (Martin Luther King Day)  
3<sup>rd</sup> Monday in February (Presidents Day)  
Last Monday in May (Memorial Day)  
July 4 (Independence Day)  
1<sup>st</sup> Monday in September (Labor Day)  
2<sup>nd</sup> Monday in October (Indigenous Peoples Day)  
Closed to the public, staff training offsite  
November 11 (Veterans Day)  
4<sup>th</sup> Thursday in November (Thanksgiving Day)  
Friday after Thanksgiving  
December 24 (Christmas Eve)  
December 25 (Christmas Day)  
Early closure on December 31 (usually at 5 pm)

**Unscheduled Closures**

The library may close unexpectedly due to inclement weather or extended loss of power. If conditions look bad and you're unsure about whether or not to come in for your volunteer shift, you can call the library's main line (503-266-3394) and ask staff if there's any chance of a closure. You can also call the City's Employee Information Line (503-266-0700) to check the recording. Under normal conditions, the message is "There are no special work hours associated with weather conditions in affect at this time."

Canby Public Library values volunteer safety and well-being very highly. If you're concerned about the weather, please stay home and stay safe (even if the library's open).

**Canby Public Library**

**220 NE 2nd Avenue**

**Canby, Oregon 97013**

**503-266-3394**

Monday 10:00 am—7:00 pm  
Tuesday 10:00 am—7:00 pm  
Wednesday 10:00 am—7:00 pm  
Thursday 10:00 am—7:00 pm  
Friday 10:00 am—5:00 pm  
Saturday 10:00 am—5:00 pm  
Closed Sundays and holidays



Library website: [canbyoregon.gov/library](http://canbyoregon.gov/library)

Facebook: [@canbyorpubliclibrary](https://www.facebook.com/canbyorpubliclibrary)

Twitter: [@canbylibrary](https://twitter.com/canbylibrary)

Instagram: [@canbypubliclibrary](https://www.instagram.com/canbypubliclibrary)