



# Volunteer Handbook

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V 1 Aug 2023



# Guiding Principles

## Vision

To create a vibrant, dynamic center of learning, fostering collaborative and community valued partnerships.

## Mission

The Hanna Municipal Library is an essential information hub that serves our community by being a safe place to connect, learn and grow.

## Pillars

1. **Communication.** We will communicate in a multifaceted way that adapts with the times and needs of our patrons.
2. **Collaboration.** We will offer a safe place encouraging community contributors to augment and diversify our programs and community presence.
3. **Innovative Learning.** We will support and expand our community of learners through a range of literacy activities and initiatives.
4. **Community.** Our community includes those within Hanna and surrounding communities. Patrons, employees, volunteers, and donors are all valued members of our community.
5. **Accessibility.** We will be inclusive to those with all levels of skills, abilities and unique needs and endeavor to remove barriers and keep the library accessible for all.



## Hanna Municipal Library Contact Information

Webpage: [www.hannalibrary.ca](http://www.hannalibrary.ca)

Email: [info@hannalibrary.ca](mailto:info@hannalibrary.ca)

### Contact information.

#### **Name**

#### **Email**

##### Library Staff

Jenn Steinbrecker, Acting Director  
Erin Bergman, Interlibrary Loans

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##### Board Members

Ricardo Hoar, Board Chair  
Gwen Snell, Vice Chair  
Jean Lypka, Secretary  
Elaine Johnson, Treasure  
Sandra Murphy, Town Council  
Andrea Wheat, Member at large  
Carolyn Mammel, Member at large  
Peggy Sauter, Member at large  
Sheila Taylor, Member at large

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Hanna, Alberta T0J 1P0  
Phone: 403-854-3865 Website: [hannalibrary.ca](http://hannalibrary.ca)

Library Hours of operation  
Monday 10-2  
Tuesday 10-6  
Wednesday - Friday 10-4  
Saturday 11-2

## Volunteer Jobs and Descriptions

Collection Support  
Shelf-reading  
Book Sale  
Discarded Books  
Displays  
Movie Day Host  
Photographer  
Poster Delivery  
Hobby Instruction Programs  
Special Programs

## **Hanna Municipal Library**

### **Collection Support Volunteer Volunteer Position Description**

#### **Position overview and impact**

Cleaning library materials and shelving extends the life our collection and improves circulation of materials. A tidy library is more accessible and it affects the health of staff and patrons.

#### **Key Responsibilities:**

- Cleaning library materials and shelving
- Keeping library spaces organized and neat
- Scanning for damaged or lost materials.

#### **Qualifications:**

- Excellent attention to detail
- Excellent organizational skills
- Able to lift, bend, and reach

#### **Training and Support Provided:**

- Staff will give an orientation, including the Hanna Municipal Library's policies as well as relevant resources and procedures.
- The library will provide ongoing support and access to staff assistance as needed for problem solving.

#### **Time commitment:**

1 to 4 hours per week

#### **Length of commitment:**

6 months

#### **Benefits of Volunteering:**

- Chance to meet people
- Make a difference in the library
- Learn about the workings of a library and the opportunity to develop working relationships with library staff
- The library staff would be happy to write letters of recommendation for exceptional volunteer service.

#### **Requirements:**

All volunteers are required to submit a volunteer application. After receiving your application, there will be a volunteer orientation. If your application is successful, a criminal record and vulnerable persons check will be required.

## **Hanna Municipal Library Shelf Reader Volunteer Volunteer Position Description**

### **Position overview and impact:**

Shelf reading is one of the most important jobs that enable the library to run smoothly and efficiently. It is important for all library materials to be in order, neat and organized for staff and patrons to find and locate items on the shelf.

### **Key Responsibilities:**

- Systematically ensuring that the books on the shelves are in correct alphabetical or numerical order.
- Facing and organizing books on the shelves
- Scanning for damaged or lost books.

### **Qualification:**

- Excellent attention to detail
- Excellent organizational skills

### **Training and Support:**

- Staff will give an orientation, including the Hanna Municipal Library's policies as well as relevant resources and procedures.
- The library will provide ongoing support and access to staff assistance as needed for problem solving.

### **Time commitment:**

1 to 4 hrs per week

### **Length of commitment:**

6 months

### **Benefits of Volunteering:**

- Chance to meet people and help others
- Make a difference in the library
- Learn about the workings of a library and the opportunity to develop working relationships with library staff.
- The library staff would be happy to write letters of recommendation for exceptional volunteer service.

### **Requirements:**

All volunteers are required to submit a volunteer application. After receiving your application, there will be a volunteer orientation. If your application is successful, a criminal record and vulnerable persons check will be required.

**Hanna Municipal Library  
Book Sale Volunteer  
Volunteer Description**

**Position overview and impact:**

This position oversees the organization of the book sale items. Keeping books in a neat and organized manner. The books for sale are either donated or withdrawn books from the collection. The book sale is a source of income for the library and it prevents more books from ending up in the recycling or landfill.

**Key Responsibilities:**

- Overseeing the book sale area, by keeping it organized and neat
- Setting up and maintaining a 3 month colored rotation. Where books still here after 3 months are recycled.
- Working with staff and other volunteers

**Qualifications:**

- Excellent attention to detail
- Excellent organization skills
- Able to lift, bend and reach
- Excellent problem-solving skills

**Training and Support Provided:**

- Staff will give an orientation, including Hanna Municipal Libraries policies and well as relevant resources and procedures
- The Library will provide ongoing support and access to staff assistance as needed for problem solving

**Time Commitment:**

1-4 hours per month

**Length of Commitment:**

1 year

**Benefits of Volunteering:**

- Chance to meet people
- Make a difference in the library
- Learn about the workings of a library and the opportunity to develop working relations with library staff
- The library staff would be happy to write letters of recommendation for exceptional volunteer service.

**Requirements:**

All volunteers are required to submit a volunteer application. After receiving your application, there will be a volunteer orientation. If your application is successful, a criminal record and vulnerable persons check will be required.

## **Hanna Municipal Library Discarded Books Volunteer Description**

### **Position overview and impact:**

Books that are no longer used at the library can be recycled. Recycling depots do not accept books that are bound. So the pages need to be cut or ripped from the spine/cover of the book, then they can be sent to recycling; whole books need to be sent to the landfill. This position is helpful to the environment.

### **Key Responsibilities:**

- Separating pages from the spines of books by ripping or using an utility knife.
- Working with the book sale volunteer

### **Qualifications:**

- Able to lift, bend and reach
- Attention to safety when using utility knife

### **Training and Support Provided:**

- Staff will give an orientation, including Hanna Municipal Libraries policies and well as relevant resources and procedures
- The Library will provide ongoing support and access to staff assistance as needed for problem solving

### **Time Commitment:**

1-3 hr sessions as needed

### **Length of Commitment:**

6 Months

### **Benefits of Volunteering:**

- Chance to meet people
- Make a difference in the library
- Learn about the workings of a library and the opportunity to develop working relations with library staff
- The library staff would be happy to write letters of recommendation for exceptional volunteer service.

### **Requirements:**

All volunteers are required to submit a volunteer application. After receiving your application, there will be a volunteer orientation. If your application is successful, a criminal record and vulnerable persons check will be required.



**Hanna Municipal Library  
Library Displays  
Volunteer Position Description**

**Position overview and impact**

To keep the library looking fresh and exciting, we need to change our displays and signage to keep patrons engaged. If you have a creative imagination and an eye for detail, this would be position was made for you

**Key Responsibilities:**

- Creating library displays for themes such as seasonal, current events, trending topics or book genres.
- Creating fresh signage for library materials as needed.
- Finding books to include in displays.

**Qualifications:**

- Excellent attention to detail
- Excellent organizational skills
- Able to lift, bend, and reach

**Training and Support Provided:**

- Staff will give an orientation, including the Hanna Municipal Library's policies as well as relevant resources and procedures.
- The library will provide ongoing support and access to staff assistance as needed for problem solving.

**Time commitment:**

4-10 hours per month

**Length of commitment:**

6 months

**Benefits of Volunteering:**

- Chance to meet people
- Make a difference in the library
- Learn about the workings of a library and the opportunity to develop working relationships with library staff
- The library staff would be happy to write letters of recommendation for exceptional volunteer service.

**Requirements:**

All volunteers are required to submit a volunteer application. After receiving your application, there will be a volunteer orientation. If your application is successful, a criminal record and vulnerable persons check will be required.

# **Hanna Municipal Library Movie Day Host Volunteer Volunteer Position Description**

## **Position overview and impact**

The Hanna Municipal Library hosts monthly movie matinees on the first Tuesday of the month from September to June. These matinees are inline with our schools early Tuesdays and offer a place for students to go if parents are still at work. The library also hosts the occasional movie evening for adults throughout the year, as a place for community do join together for a theatre experience and conversation.

### **Key Responsibilities:**

- Setting up for movies.
- Supervising movies.
- Preparing popcorn..

### **Qualifications:**

- Excellent attention to detail
- Excellent organizational skills
- Able to lift, bend, and reach

### **Training and Support Provided:**

- Staff will give an orientation, including the Hanna Municipal Library's policies as well as relevant resources and procedures.
- The library will provide ongoing support and access to staff assistance as needed for problem solving.

### **Time commitment:**

1 to 4 hours per week

### **Length of commitment:**

6 months

### **Benefits of Volunteering:**

- Chance to meet people
- Make a difference in the library
- Learn about the workings of a library and the opportunity to develop working relationships with library staff
- The library staff would be happy to write letters of recommendation for exceptional volunteer service.

### **Requirements:**

All volunteers are required to submit a volunteer application. After receiving your application, there will be a volunteer orientation. If your application is successful, a criminal record and vulnerable persons check will be required.

## **Hanna Municipal Library Volunteer Photographer Volunteer Position Description**

### **Position Overview and Impact:**

This position will provide high quality photographs that can be used for publications and/or posted on social media outlets such as Facebook and Twitter to help with library marketing campaigns.

### **Key Responsibilities:**

- In coordination with library staff contact, schedule times to visit that will allow for taking actual or “staged” photos of library services in action.
- Obtain photo release forms from all staff, volunteers and patrons in the photos.
- Provide digital copies of photos to library staff in sizes and formats that can be used in printed publications, as well as on social media.

### **Qualifications:**

- Demonstrated high quality photography skills
- Interest in helping to create public awareness of the library

### **Training and Support Provided:**

Orientation to the Library goals and programs.

Meetings scheduled with staff as needed for information and support.

**Time Commitment:** 1-3 hours per month (September – June) 1-3 hours per week (July & August)

**Length of Commitment:** 2 – 3 months.

### **Benefits of Volunteering:**

- Chance to practice and share your photography skills and develop a portfolio.
- Chance to meet new people and help others.

- Opportunity to help engage the public with the library through photographs.

The library staff would be happy to write letters of recommendation for exceptional volunteer service

### **Requirements:**

All volunteers are required to submit a volunteer application. After receiving your application, there will be a volunteer orientation. If your application is successful, a criminal record and vulnerable persons check will be required. Please note, this position may not be available at all times.

# **Hanna Municipal Library Poster Delivery Volunteer Position Description**

## **Position Overview and Impact:**

The Hanna Municipal Library has ongoing programs and events that require community awareness. The volunteer in this role will help in spreading the word about our activities by delivering posters around the community.

Posters can be delivered in a particular area, or all across town, depending on the volunteer's wishes.

## **Key Responsibilities:**

- Distribute posters around Hanna on a flexible schedule.
- Volunteers use their personal vehicles, if they wish. Volunteers have the flexibility of biking and walking.

## **Qualifications:**

- Desire to help the library and the community of Hanna.
- Ability to commit to and keep scheduled hours.
- Valid driver's license and proof of valid insurance if using a vehicle.

## **Training and Support Provided:**

- An orientation to the Hanna Municipal Library will be given by staff, covering library resources and policies.
- The library will provide ongoing support and access to staff as needed for problem-solving.

**Time Commitment:** 1-2 hours per month

**Length of Commitment:** 12 months.

## **Benefits of Volunteering:**

- Chance to meet new people and help others.
- Fresh air and exercise if you choose to walk or bike to deliver posters.
- The library staff would be happy to write letters of recommendation for exceptional volunteer service.

## **Requirements:**

All volunteers are required to submit a volunteer application. After receiving your application, there will be a volunteer orientation. If your application is successful, a criminal record and vulnerable persons check will be required. Please note, this position may not be available at all times.

# **Hanna Municipal Library Hobby Instruction Programs Volunteer Position Description**

## **Position Overview and Impact:**

The Hanna Municipal Library is always welcoming new programs that engage our patrons with a new skill or a place to grow their personal interest. The volunteer hobby instructor would be able to teach patrons the basics of home sewing, crocheting, painting, writing groups and other varied activities.

## **Key Responsibilities:**

- Volunteer will arrange and deliver a hobby program.
- Volunteers will coordinate with library director to create a program that will fit the needs of library patrons.

## **Qualifications:**

- Experience in the hobby being taught.
- Ideal volunteer will have good customer service and communication skills, patience, enthusiasm for working with others, and be willing and able to follow directions.
- Able to commit to and keep scheduled hours.
- Willingness and compassion for working with library patrons that come from diverse backgrounds and various walks of life.
- Desire to help the library and the community of Hanna.

## **Training and Support Provided:**

An orientation to the Camrose Public Library will be given by staff, covering library resources and policies.

The library will provide ongoing support and access to staff as needed for problem-solving.

## **Time Commitment:**

2-10 hours per month

**Length of Commitment:** 6 months requested

## **Benefits of Volunteering:**

- Chance to meet new people and help others.
- Learn about the workings of a Library and the opportunity to develop working relationships with library staff.
- The library staff would be happy to write letters of recommendation for exceptional volunteer service.

**Requirements:**

Hobby Instructor volunteers will be required to submit a portfolio or supply samples of sewing experience.

All volunteers are required to submit a volunteer application. After receiving your application, there will be a volunteer orientation. If your application is successful, a criminal record and vulnerable persons check will be required. Please note, this position may not be available at all times.

# **Hanna Municipal Library Special Programs Volunteer Volunteer Position Description**

## **Position overview and impact**

The Hanna Municipal Library hosts family, children, adult and youth programs throughout the year. Some of these programs range from family literacy events to Christmas parties. Our programs require assistance in setting up, supervision, engaging with patrons and help with the activities.

## **Key Responsibilities:**

- Setting up programs.
- Engaging with patrons and helping with activities.
- Cleaning up programs.

## **Qualifications:**

- Ideal volunteer will have good customer service and communication skills, patience, enthusiasm for working with others, and be willing and able to follow directions.
- Able to commit to and keep scheduled hours.
- Willingness and compassion for working with library patrons that come from diverse backgrounds and various walks of life.
- Desire to help the library and the community of Hanna.

## **Training and Support Provided:**

- Staff will give an orientation, including the Hanna Municipal Library's policies as well as relevant resources and procedures.
- The library will provide ongoing support and access to staff assistance as needed for problem solving.

## **Time commitment:**

2-6 hours per month

## **Length of commitment:**

6 months

## **Benefits of Volunteering:**

- Chance to meet people
- Make a difference in the library
- Learn about the workings of a library and the opportunity to develop working relationships with library staff
- The library staff would be happy to write letters of recommendation for exceptional volunteer service.

**Requirements:**

All volunteers are required to submit a volunteer application. After receiving your application, there will be a volunteer orientation. If your application is successful, a criminal record and vulnerable persons check will be required.





## Personal Appearance

As a volunteer of the Hanna Municipal Library, please be mindful that you represent not only the Library but the community and area that we serve. We have a guideline of attire we expect to be followed while representing us. The Library should be a fun, welcoming place. We adhere to casual dress guidelines with the following specific rules:

1. You will be required to move quite a bit, please dress comfortably and be well aware that you are going to be bending and lifting.
2. NO sweat pants.
3. NO spaghetti straps or lowcut shirts.
4. NO transparent clothing.
5. NO clothing with obscene graphics.
6. If you wear a skirt, please ensure it is long enough for you to be bending and lifting in.
7. Jeans are permitted, BUT nothing with visible wear and tear.
8. Shorts are permitted, BUT please ensure your bottom is covered.

The Hanna Municipal Library encourages individuality and creativity. We want you to express yourself and dress how you feel comfortable. The Library also serves a wide demographic. Please think about the people you will be dealing with throughout the day and dress accordingly.

**For more Hanna Municipal Library policies go to  
[www.hannalibrary.ca](http://www.hannalibrary.ca)**

**All volunteers are responsible for reading the Hanna Municipal Library Safety and Use Bylaws, Violence and Harassment in the Workplace Place Policy, Volunteer Policy and Handbook.**

**You may have your picture taken while you are at the library. These may be used for a variety of library publications and promotions and may be kept by the library indefinitely. If you do not wish to have your picture taken, please let us know.**



## **Incident Report Procedure**

### Emergency:

If the matter is an emergency, call 911. If the matter is urgent and requires immediate follow-up, call the Director. There is also the emergency building contact numbers posted by all library phones. File an incident report only after everyone is safe.

### When to File an Incident Report:

If there was an incident in the library that required your intervention, if emergency services were contacted, if anyone was kicked out of the library, if any library property was damaged in a substantial way, or if there was a near miss, please write a report, sign and give the director a copy of the report to save in our files.

### In your report include:

- Your name
- Time and Location,
- Chain of events (provide statement of facts, not opinions or assumptions),
- Who was involved, who witnessed any portion of the event, and if it is a member of the public include their name and/or description. Including their library card number can be helpful if you know it. If members of the public were witnesses to an event where we had to call police or where you believe it necessary, get their contact information (this is where including their library card # can come in handy).
- Any barriers. If something got in the way of you handling the event (lack of training, our building, lack of resources etc.) include this in your report.
- Any aids. If something aided you in responding to an event, include that as well.
- If you need to use the First Aid kit, that needs to be included in the first-aid log and the report.