Shasta County Library Volunteer Handbook

Shasta County Library Mission Statement
“To provide information, lifelong learning, inspiration, and enjoyment to people of all ages through reading and technology.”

Thank you for joining our fine group of Library Volunteers. We hope that you will find volunteering enjoyable and rewarding. So much that you will decide to join the ranks of those who have volunteered with us for many years.

Revised 5/2004

Table of Contents
Dear Library Volunteer:

It is a special pleasure for me to take this opportunity to welcome you. Your generous gifts to the Library of your time, energy, special skills and concern are deeply appreciated. Your help as a volunteer allows the library to provide a higher level of library services to the citizens of your community than financial circumstances would otherwise allow. Yours is a significant contribution to the quality of life in Shasta County.

Public libraries are truly for the people. They are a unique community resource available to everyone for information, learning, and pleasure. You are helping us open our doors wider and extend our services further. Most importantly, you help us directly in the work which you accomplish for us. However, you also benefit the Library in an indirect way. The concern for and knowledge of the Library that you carry into the community on our behalf are invaluable.

For all of these splendid gifts, I thank you.

Sincerely,

Carolyn J. Chambers
Shasta County Library Director
VOLUNTEER PROGRAM POLICY
AND PROCEDURES

“I slept and I dreamed that life is all joy, I woke and I saw that life is all service,
I served and I saw that service is joy”
Mother Theresa

SHASTA COUNTY LIBRARY MISSION STATEMENT
“To provide information, lifelong learning, inspiration, and enjoyment to people of all ages through
reading and technology.”

PURPOSE OF THE VOLUNTEER PROGRAM
The Volunteer Program provides a basis for the community of Shasta County to actively support the
Library’s mission.

ROLE OF STAFF
Library staff serve as direct supervisors for volunteers. One of the finest resources within the
library system is its dedicated and well-trained staff. Librarians, before beginning their years of
service, earned advanced degrees – Master of Library Science or Master of Information Science.
This graduate level coursework currently provides them with an overview of the development of
books and libraries, and knowledge of library management, cataloging, information retrieval, and
systems analysis. Some also complete coursework in special areas including children’s literature,
non-print media, bibliographic instruction, and management of archives.

The Library Assistants/Clerks have extensive on-the-job training and experience in their respective
functions: circulation procedures, materials processing, overdues, interlibrary loans, and other
technical aspects of library service.

ROLE OF THE VOLUNTEER COORDINATOR
The Volunteer Coordinator provides overall direction for the library’s volunteer program. Shasta
County Library has a designated Volunteer Coordinator whose responsibility is to work with staff to
develop and maintain volunteer job descriptions, training, supervision, and a supportive climate for
volunteers in the library.

ROLE OF VOLUNTEERS
Volunteers enhance and enrich the capabilities of paid staff positions. Working under the
supervision of library staff, volunteers provide valuable support and assistance. Volunteer jobs
within the library are varied. Some volunteers repair or shelve books, others read to children, assist
in maintaining periodical collections, prepare book or bulletin board displays, or volunteer their
computer skills or other professional skills. Volunteers become an extension of the total library
program, not a substitute for staff responsibilities. Volunteers, through their efforts, increase the
library staff’s ability to provide the best possible services for library patrons. They help to maintain
the high level of service expected by the library’s diverse constituencies.
STEPS TO BECOMING A VOLUNTEER

♦ **Volunteer Application** – Prospective volunteers must complete a Volunteer Application available at each library branch. Applicants must possess the qualifications established for the position and must be competent to perform the specified duties. There is a separate application for youth between 14 and 17 years of age. The parent or guardian must complete and sign the parental information at the bottom of the form before a juvenile can participate in the program.

♦ **Interview** – The Volunteer Coordinator will hold an initial interview with each prospective volunteer to determine whether a match exists between the applicant’s skills and the positions available to volunteers. Volunteers may be referred to another agency if a job position suited for the volunteer is not available at the time or they may be placed on a waiting list.

♦ **Orientation** - Prospective library volunteers are provided an orientation session to help them gain familiarity with the library and various policies, as well as to welcome them as part of the team. At this time the Volunteer Coordinator will review the volunteer handbook and sign-in procedures with you. You will also receive a tour of the library.

♦ **Job Description** – All volunteer positions have written job descriptions identifying the general function, qualification requirements, primary responsibilities, and time requirements. Volunteers are required to possess the experience and other requirements as specified in their job description. Be sure to read your job description carefully to ensure that it matches your skills, interests, and time availability.

♦ **Training** – Each volunteer will receive specific training on how to do his/her job. Some positions will include on-the-job mentoring with an experienced volunteer or staff person. Be sure to ask any questions you have. Don’t assume anything! We want you to be successful.

♦ **Evaluations** – Self-evaluations for all volunteers will be done on a yearly basis. Evaluations will help determine if the volunteer is satisfied or comfortable with the job duties they have been given, and how they are relating to their supervisor and performing their duties. Volunteers are given the opportunity to make comments and suggestions on library improvements as well.
EQUAL OPPORTUNITY
The Shasta County Library Volunteer Program does not discriminate on the basis of race, religion, sex, national origin, ethnicity, age, physical or mental disability, political affiliation, sexual orientation, ancestry, marital status, medical condition, or other non-merit factors. Volunteers have equal access to available positions and are limited only by the ability to do the job. Please note that the library is multi-level and there is no elevator in the building. Only the main floor is accessible to the handicapped. Due to the importance of communication, library volunteers are required to have a permanent phone number and address where they can be reached.

VOLUNTEERS UNDER THE AGE OF 18
The library encourages the participation of youth in their community and in their library. Young people aged 14 and over may apply to volunteer for the library in positions for which they are qualified, if they have written parental permission. Young volunteers are expected to abide by all volunteer program policies and procedures. A child under 14 may volunteer only if their parent is present at all times (supervising the child’s duties) and participates in any required training. The parent must fill out a Volunteer Application, and go through the process of becoming a volunteer. Positions common for volunteers under the age of 17 may include cleaning books, straightening shelves, or shelving books if they’ve done well on the quiz. Computer volunteers must be at least 17 years of age.

DRUG FREE WORKPLACE
Use of alcohol or illegal drugs in the workplace is prohibited, as is the abuse of any drug or alcohol, or reporting for duty under the influence of drugs or alcohol.

HEALTH AND SAFETY
Because safety is everyone’s job, volunteers are asked to be alert at all times to safety hazards. Unsafe acts or conditions should be reported to your supervisor rather than being handled by volunteers. Please notify your supervisor of any assignment which causes physical discomfort or which could lead to personal injury, so that the situation can be rectified or the volunteer can be transferred to a more suitable assignment. All injuries, whether minor or serious, are to be reported directly to your supervisor or the Volunteer Coordinator immediately. Detailed information concerning your coverage is included in this Volunteer Handbook.

In case of an emergency that requires evacuation of the building, you will be notified by library staff to exit the building and meet across the street on the south side of the Jury Assembly Room. We will use the sign-in sheet to take roll call, in the event of an emergency that requires immediate evacuation of the building. Practice evacuation drills are held periodically.

First aid kits are available in the Administration Office, at the Reference Desk, and at the Circulation Desk. Please notify a staff member when supplies are running low.

Please be aware of patrons and what is going on around you while volunteering. We had a theft occur in our computer lab. Someone stole a patron’s purse and charged several hundred dollars on her credit cards soon after. Volunteers are encouraged to leave valuables at home and urged to be cautious about leaving personal belongings unattended. If you notice a security problem or an issue you think needs attention, please notify a staff member as soon as possible.

PERFUME AND COLOGNES - We ask that you avoid wearing perfumes or colognes as a courtesy to our patrons and other staff members who have allergies.
SEXUAL HARASSMENT POLICY
There shall be no sexual harassment in the workplace. Sexual harassment includes, but is not limited to, unwelcome sexual advances, request for sexual favors, slurs, jokes, and other verbal, visual or physical conduct of a sexual or demeaning nature.

In addition to being responsible for their own conduct, directors and supervisors must ensure that their employees and volunteers contribute to a work environment that is free of sexual harassment. It is, therefore, extremely important that any volunteer who believes sexual harassment has occurred report it immediately to their direct supervisor or Volunteer Coordinator so it can be dealt with appropriately.

SATURDAY AND EVENING SAFETY
In order to maintain a safe working environment on Saturdays, all office and basement doors will remain locked during business hours. Saturday volunteers will need to stay on the main floor and will not be allowed in locked areas. Volunteers will be unable to access the staff lounge downstairs. There may be occasional exceptions to this, but staff will be aware of the situation since they will have to let volunteers into the locked area.

PUBLIC IMAGE
Volunteers are ambassadors for the library and need to present a positive image to the public. Public image plays an important role in developing and maintaining support for the library. In order to maintain a public image consistent with a professional organization, it is expected that each volunteer’s dress and grooming will be appropriate for a business environment and in keeping with his or her work assignment. Clothing and accessories must be neat and clean, and should not draw inappropriate or disruptive attention to the individual. Volunteers working with the public should be dressed for a business setting. Volunteers who shelve materials, work outdoors or whose work is confined to the back office area may dress more casually. We ask that you not wear opened toed shoes such as flip flops, (sandals are ok), sweat pants, short shorts, cutoffs, bare midriffs, halters, spaghetti strap tops, tube tops, beachwear, or jeans that are tattered or holey. T-shirts or other attire that promote political causes, campaigns, or issues may not be worn. If a volunteer is dressed in an inappropriate manner, they may be asked to change or not be able to work their shift. Remember, you represent the library and in the eyes of patrons you are considered staff. Obscenities and foul language are also not permitted.

NAME BADGES
We have many volunteers and want to get to know each of you. To accomplish this we will need your help. Please introduce yourself to staff and other volunteers. With over 200 active volunteers it is necessary that you wear a name badge while volunteering in the library. Generic identification badges will be available to all volunteers. It is important that you remember to return your name badge to the hanger, since so many volunteers share them. When in the basement or in the upstairs work area, you must wear a volunteer name badge. Once you have completed six months and 50 hours of volunteer service for the Library and you plan to continue volunteering, you will be eligible to receive your own personalized name badge. Please let your volunteer coordinator know when you accomplish this.

SMOKING
There is no smoking inside the building, garage area, or restroom.
**PARKING** - Parking permits for parking in the library parking lot are available from the Volunteer Coordinator. Please be sure to display your parking permit while in the library parking lot. There is a “no forgiveness” policy when parking permits are not displayed. Please do not park in the alley behind the library building. This space is needed for library delivery vans. The parking lot across the alley is private, and the owners have asked that we not park there. Please note that Shasta Street (on the north side of building) is a two-hour parking zone, and you may receive a parking ticket.

**ENTRANCE TO THE LIBRARY** - Please enter by the front door during open hours to prevent disruption of staff work. Volunteers may enter the building by ringing the bell at the back entrance when the library is closed to the public if their volunteer position requires it. On Saturdays volunteers are asked to begin their shift no earlier than when the library opens to the public and enter through the front of the building.

**SIGN IN AND OUT** - Accurate records of time and attendance must be kept for all volunteers. The sign-in sheet and time cards are located on a shelf at the rear of the Circulation Desk. All volunteers are required to sign in upon arrival to the library, and to sign out at the end of their shift each day. Volunteers are also required to complete their personal time card (located in the back of the sign-in book) by totaling their hours to the nearest quarter hour. The sign-in sheet is very helpful when staff or relatives are trying to reach on-duty volunteers on short notice, and may also help to track volunteers in case of an emergency. It is a temporary record of your attendance.

**TIME CARDS** - Reporting your time is important. The time cards are used to track volunteer hours for various purposes such as reporting volunteer statistics to the State Library and applying for grants. We also use them when recognizing volunteers at special events or in reference letters. The time card represents the only permanent record of volunteer time. If you have been asked to do volunteer work at home, please keep a record of this time and record it on your time card when you come into the library.

**ATTENDANCE** - Volunteers are expected to report for duty on time and complete their entire shift unless prevented from doing so by an unexpected illness or family emergency. We encourage you to keep your time commitments. The library needs you and the staff is counting on your support and participation. If you are sick or unable to volunteer due to a planned vacation, please notify your immediate supervisor or the Volunteer Coordinator as soon as possible. In various volunteer positions you are required to seek a substitute for planned absences. You will be given a substitute list in this case.

It is recommended, if you have a position that does not require a set schedule, that you designate a particular day of the week and approximate time of day to perform your duties. This will help you remember your commitment to the library, and it will assist us in planning and performing library services.

**TELEPHONE USE** - Please remember that the library is a place of business. If you need to make a telephone call, please use the phone in the staff lounge or a phone on the third floor of the library (excluding the phones in the director’s or secretary’s office). Volunteers are asked to not use the reference and circulation telephones, on the main floor for personal use. The phone at the Circulation Desk may only be used when access to the basement and third floor are locked. Use of personal cell phones must be kept to a minimum during your shift. Please keep all calls brief and quiet. Long distant phone calls are prohibited.
CUSTOMER SERVICE
Many volunteers come into contact with library patrons and may well be the first official contact a patron has with the library. It is important, therefore, that volunteers maintain a professional, friendly demeanor at all times.

Volunteers are asked to direct all reference questions to the Reference Librarian and direct any problems that may arise with a library patron to a staff member. A question asked by a library patron often leads to a treasure trove of questions just waiting to be discovered. Please, if a patron with a question approaches you, refer them to the reference desk. Reference Librarians have received an abundance of training on how to interview patrons, how to identify the actual question and where to find a variety of answers. Their education and time are dedicated to this purpose. In addition, they are very familiar with the library’s collection.

CONFIDENTIALITY
All transactions between library users and staff or volunteers are strictly confidential. Volunteers are required to uphold this policy. This includes any information about materials a patron has looked at, asked for, requested or checked out, as well as reference questions asked by library users. California State Law (Section 6267 of the Government Code) stipulates that circulation and registration records are confidential in any library which is in whole or in part supported by public funds. Even law enforcement representatives must secure a court order before patron information is released.

VOLUNTEER NEWSLETTER
The Volunteer Update is a newsletter created for the edification and enjoyment of Shasta County Library volunteers in Redding, Anderson, and Burney. You are invited and encouraged to contribute articles of interest, tips for volunteering, and artwork to this volunteer newsletter.

COMMUNICATION
As we have over 200 volunteers, it is essential that you make an effort to read the latest postings. The library needs you to keep up with changes in policies and procedures. Each time you come in please take a few minutes to read any posted memos or flyers, at the sign-in table. This is the most efficient way for library staff to communicate with you. Regular review of postings will ensure that you are aware of announcements or changes, which may affect you. Important information must sometimes be distributed to volunteers on short notice. Volunteers are asked to report changes in personal information (i.e., address, phone number, etc.) to the Volunteer Coordinator in a timely fashion.

LETTERS OF RECOMMENDATIONS
We are happy to provide a letter of recommendation to those volunteers who have satisfactorily served the library. After 3 months of service to the library you may request a letter from your supervisor or the Volunteer Coordinator. Please give us at least two weeks notice.

ONLINE CATALOG
Our card catalog is now part of library history. If a patron asks you where the card catalog is, please promote the use of the library’s online catalog. Some patrons may be apprehensive about using computers, so it is very important that you always direct them to the Reference Librarian for further assistance. For your information the library’s online catalog is available in the library or from home at www.shastacountylibrary.org.
SUPERVISION
Each volunteer will have an on-site contact and is expected to follow the procedures established by that staff member. Your job description identifies your supervisor, who is responsible for day-to-day management and guidance of your work, and will be available for consultation and assistance according to their schedule. Your supervisor will provide on-going feedback. Please feel free to ask any questions of this person or report any problems or concerns you have about your assignment. If you are not able to speak to your supervisor or the Volunteer Coordinator in person, please leave a note for either one and that person will respond by calling you. Disagreements with staff should never be discussed in public; they should be resolved in private between the two individuals. Unresolved disputes should be referred to the Volunteer Coordinator for final action.

DISCIPLINARY PROCEDURES
Volunteers, in their capacity as unpaid staff, are expected to meet the same standards of professionalism required of library staff. Because an unsatisfactory volunteer is an unfair burden upon fellow volunteers and library employees, those who fail to meet the requirements of their job descriptions or violate the policies established in this handbook, are subject to dismissal. Efforts to correct problems of this nature will be discussed by the volunteer and the library staff member. Library staff must report serious disciplinary issues to the Volunteer Coordinator as soon as possible. Unresolved situations are referred to the Volunteer Coordinator for review and final decision.

RESIGNATION
When you have decided to end your volunteer experience with us, we ask that you notify your designated supervisor and the Volunteer Coordinator, two weeks in advance so that there is time to fill the pending vacancy. We also ask that you complete an Exit Survey. Information from the Exit Survey will be compiled with responses from former volunteers to assist in the retention of volunteers and the development of the library’s volunteer program. Your assistance in this way will help future volunteers have the best experience possible. Responses can be kept anonymous.

You will be considered an inactive volunteer if you have been absent for two months. Exception to this will be when you have notified us in advance of a break in your scheduled duties.

THE STAFF LOUNGE
The staff lounge is located on the lower level of the building and is for use by all staff members and volunteers only. Please feel free to use the downstairs lounge if you would like a break. If you wish to visit with your friends on your break, please do so, in the main part of the library. A refrigerator, microwave, and kitchen utensils are available. Coffee, tea and hot chocolate are provided by the Friends of Shasta County Libraries at the volunteer’s coffee table. Due to limited space, please reserve the main table for eating purposes only. Immediate clean-up of items used is the responsibility of the user. We ask that you not bring drinks or food to your work areas.

OVERDUE FINES
Library overdue fines that are accrued while you are an active volunteer are forgiven. It is expected that you return library materials on time. This courtesy will be denied to those who misuse it.

BOOK SALE
For purposes of security, the Friend’s Book Sale storage in the basement is not accessible to volunteers on a walk-in basis.
COMPUTER USE
You are invited to participate in our computer classes. You will need to sign up for any computer classes that you are interested in with the Reference Librarian. It is important, when you are using the computer lab for personal purposes, that this time is not counted as volunteer time.

As a volunteer, you are allowed to use the computer lab when it is closed to the public (for up to two hours). You will need to first read the Internet and Computer Use Policy. Next, you will need to document your time on the computer by signing in and out of the logbook. Keeping accurate volunteer statistics, and computer statistics is an essential part of our Library’s monthly report. See any Reference Librarian or Computer Volunteer to orient you to this procedure. If you are a current computer volunteer and would like to open the lab to the public, first notify the reference librarian that you will be opening the lab. Please remember that access to the computers is not always guaranteed; library related work, computer maintenance or computer classes take precedence over general use. Volunteers must wear a name badge when using the computer lab while it is closed to the public and pay the fee of 10 cents a page for any copying.

VISITORS
Your friends and family may be interested in what you do as a library volunteer. However, please do not bring visitors or children with you to work. Make arrangements with your supervisor in advance if you want to give someone a tour of your workplace.

VOLUNTEER ADVISORY COMMITTEE
If you are interested in assisting in the development of the library’s volunteer program, we invite you to participate as a committee member. Being a member would involve attending an occasional meeting to give input on changes affecting library volunteers.

FRIENDS OF THE LIBRARY
Friends of the Library groups are independent, non-profit, volunteer organizations who sponsor fundraising and other activities on behalf of their local libraries. Active Friends groups in Redding, Anderson and Burney invite your membership. If you believe in the importance of free libraries for the enlightenment, education and well-being of all citizens, you will be in the company of like-minded Friends. Your membership is important. Be involved – Be a Friend!

COUNTY EMPLOYMENT
Volunteers who are interested in paid employment within the library system should apply through the County’s Personnel Office and will compete with all other applicants responding to notices for available positions.

HAVE FUN
The satisfaction of our volunteers is important to us. Volunteers are encouraged to contact the Volunteer Coordinator with any suggestions, comments, or questions of concern to them. Please feel free to let your supervisor or the Volunteer Coordinator know if you are having any difficulties. If the position you’ve been matched with isn’t meeting your expectations please let your supervisor know. There may be another volunteer position that would suit you better. The Volunteer Coordinator can be contacted at 225-5633. We hope you enjoy your volunteer experience.
VOLUNTEER RECOGNITION

Throughout the year we recognize our volunteers in many ways for their service and dedication to the Shasta County Library. The Friends of Shasta County Libraries (FOSCL), Friends of the Anderson Library (FOAL), Friends of the Intermountain Libraries (FOIL) and library staff support this effort.

Our recognition program features the following incentives for our volunteers:

• Parking privileges include a parking permit that allows volunteers to park in any Shasta County employee parking lot (designated “B” lots).

• Volunteers working with the public will receive a personal name badge with their first name engraved on it after completing 50 hours and 6 months of volunteer service with the intention of continuing. Please notify the volunteer coordinator when you’ve accomplished this.

• A book certificate will be presented to volunteers completing 90 hours of service in a calendar year. This certificate gives the volunteer the opportunity to choose a book to place in the library’s collection. A nameplate acknowledging the volunteer is placed in the book.

• Pins are awarded to volunteers for 5, 10, 15, and 20 years of service.

• A Volunteer of the Year is nominated and chosen by library staff. Candidates for Volunteer of the Year will be chosen from the volunteers who have provided outstanding service to the library for the calendar year. Other criteria may be considered. They cannot have received the award in the previous two years. A gift for the library may be purchased in the name of the Volunteer of the Year and/or a gift certificate for a local restaurant will be awarded to them.

• Special awards may be given to volunteers who have achieved an exceptional contribution to the library. Criteria for the award include exemplary job performance, positive attitude, positive interpersonal relationships, and creativity.

• Coffee, tea and hot chocolate are provided to the volunteers by the FOSCL.

• The Shasta County Library staff and FOSCL host an annual volunteer recognition celebration, which all volunteers are invited to attend. This is an opportunity for us to show our appreciation, acknowledge volunteer achievement and get to know each other better. There may also be a separate recognition event for teen volunteers.
TREATING PHYSICIAN
WORKER’S COMPENSATION INJURIES

In an effort to improve service to employees with on-the-job injuries, Shasta County has designated Redding Industrial and Occupational Health and Intermountain Family Practice Group to treat injured employees for the initial 30 (thirty) days following any job-related injury or illness (California Labor Code Section 4600). The County-designated physicians are familiar with the forms, procedures, and timelines relevant to worker’s compensation claims. The employee who wishes to be treated by his personal physician must notify the Risk Management Department in writing prior to the date of injury. If you wish to designate a personal physician, please fill out a Personal Physician Statement Card.

Prior to seeking medical treatment (unless emergency medical treatment is required), you need to report the injury or illness to your supervisor, who will give you an Employee Claim Form. Fill out this form immediately, and return it to your supervisor. In case of an injury occurring on a weekend or holiday, report to your shift supervisor or call your supervisor immediately on Monday morning or the morning of the day following the holiday.

PERSONAL (PRE-DESIGNATED PHYSICIAN)
A personal physician is defined as your regular physician or surgeon who has established a physician-patient relationship with you and who is properly licensed pursuant to specific sections of the Business and Professions Code. This physician must have previously directed your medical treatment, not just evaluated or examined you, and must possess your medical records, including a medical history (California Labor Code Section 4600). You may change your Personal Physician Statement as often as you wish prior to injury (additional Statement Cards are available through the Volunteer Coordinator or from Risk Management)

In order to pre-designate a treating physician for worker’s compensation injuries/illnesses, you and your physician must complete a “Personal Physician Statement” card. Unless you have pre-designated a treating physician who has your records and has treated you in the past, prior to injury/illness, and this card is on file with Risk Management, you must go to RIOH for treatment during the first thirty (30) days after the injury/illness. If you seek treatment elsewhere (except in the case of a real emergency), you may be liable for expenses incurred.

CHANGE OF PHYSICIAN
Once treatment has begun by your personal physician or the County-designated physician, should you then wish not to be treated by your personal physician or are dissatisfied with the one designated by the County, you may request a change of physician. The County (Risk Management) will provide you with an alternate physician (or chiropractor, if applicable). You are entitled to only one (1) change of physician following any job-related injury or illness (California Labor Code Section 4601).

If your personal physician’s specialty area is inappropriate for your type of injury/illness or the physician is unavailable or refuses to provide treatment, the County shall designate a physician to treat the injury/illness (California Labor Code Section 4601).

On the 31st day after the date of injury/illness, if you so desire, you may have treatment from any physician or chiropractor of your choice. Please keep in mind that you are only entitled to one change of treating physician. Please notify Risk Management IMMEDIATELY if you change your treating physician.
DESIGNATED TREATING PHYSICIAN

Redding Industrial and Occupational Health Medical Group (RIOH) or Intermountain Family Practice Group is where you go for treatment if you have no personal physician. Emergency room treatment is only for injuries requiring IMMEDIATE medical attention where you believe a delay in treatment would adversely affect your recovery. If you are treated in an emergency room for an injury and you reside in the Redding area, you are to have any follow-up treatment at your pre-designated physician or at RIOH. If you reside in the Burney-Fall River Mills area and you require follow-up treatment, you should go to your pre-designated physician or to the Intermountain Family Practice Group in Burney.

When you are injured on the job and have no pre-designated personal physician, notify your supervisor and if possible, call ahead to RIOH or Intermountain Family Practice Group to let them know you are coming. This enables them to schedule the most severe injuries at the earliest times and still examine the minor ones on a prompt basis.

EMERGENCY ROOM

Please use the emergency room only when your injury/illness is life threatening or when a delay in treatment would decrease the likelihood of maximum recovery. Examples of appropriate emergency treatment are: fractures, extensive blood loss, loss of consciousness, intolerable levels of pain, excessive swelling or poisoning. If your injury is serious, go to Mercy Medical Center, Redding Medical Center or Mayers Memorial emergency room for treatment.

Examples of non-emergency treatment are: minor cuts not requiring sutures, splinters, minor burns (first degree), minor abrasions, bruises, and sprains. Obviously, if the injured body part is extremely painful or swollen, you should seek emergency treatment. If not, you should go to Redding Industrial and Occupational Health Medical Group (RIOH), Inter-Mountain Family Practice in the Burney area, or your pre-designated treating physician if you have a pre-designated one and the card is on file at Risk Management prior to the time of injury. For treatment after hours, on weekends or on holidays, go to Crossroads, which is located at 1710 Churn Creek Road, in Redding, rather than to the emergency room. Crossroads is open until 8 p.m. everyday. Please do not wait until your shift is over when Crossroads is closed and then seek treatment in a hospital emergency room. Tetanus shots, if needed, can wait 48 hours from the time of injury. If your injury can be treated with simple first-aid, do so, and then see your pre-designated treating physician, RIOH, or Inter-Mountain Family Practice first thing in the morning or on Monday. Using the emergency room for first-aid treatment incurs unnecessary costs, can delay treatment to others who have a serious injury, and may not be paid by Risk Management unless it meets the criteria specified in paragraph one of this section.

LOCATIONS AND OFFICE HOURS OF DESIGNATED TREATING PHYSICIANS

1. Redding Industrial and Occupational Health Medical Group (RIOH) - Phone: (530) 226-031, 1710 Churn Creek Rd., Redding, Hours: 8:00 a.m. – 5:00 p.m., Monday through Friday,
2. Crossroads - Phone: 222-6166 (for treatment after hours, weekends and holidays), 1710 Churn Creek Rd., Redding, CA 96002, Hours: 8:00 a.m. – 8:00 p.m., Open 365 days a year
   Redding Industrial and Occupational Health Medical Group (RIOH) and Crossroads are located next to Sue’s Java Café (behind Dairy Queen in the Shasta Center).
3. Intermountain Family Practice Group - Phone: (530) 335-5457, Commerce Way, Burney, CA 96013
4. In the event of an EMERGENCY ONLY, go to the nearest emergency room available at Redding Medical Center or Mercy Medical Center if possible. You would only utilize the emergency room when a delay in treatment would adversely affect your recovery. Minor injuries treated at an emergency room may not be covered by the County Worker’s Compensation program.
LIBRARY BILL OF RIGHTS

The American Library Association affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their services.

I. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.

II. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be prescribed or removed because of partisan or doctrinal disapproval.

III. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.

IV. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.

V. A person’s right to use a library should not be denied or abridged because of origin, age, background, or views.

VI. Libraries which make exhibit spaces and meeting rooms available to the public should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

Adopted June 18, 1948.
Amended February 2, 1961 and January 23, 1980
Inclusion of “age” reaffirmed January 23, 1996
by the ALA Council.
Holidays

The following is a list of holidays. Please note if a holiday falls on a Saturday, the immediately preceding Friday will be observed and the Library will be closed. If an authorized holiday falls on a Sunday, the following Monday will be observed as the holiday.

<table>
<thead>
<tr>
<th>Holiday</th>
<th>Day of Observance</th>
</tr>
</thead>
<tbody>
<tr>
<td>January 1(^{st}) – New Year’s Day</td>
<td>Thursday, January 1, 2004</td>
</tr>
<tr>
<td>The 3(^{rd}) Monday in January – Martin Luther King, Jr. Day</td>
<td>Monday, January 19, 2004</td>
</tr>
<tr>
<td>February 12(^{th}) – Lincoln’s Birthday</td>
<td>Thursday, February 12, 2004</td>
</tr>
<tr>
<td>The 3(^{rd}) Monday in February – Washington’s Birthday</td>
<td>Monday, February 16, 2004</td>
</tr>
<tr>
<td>The last Monday in May – Memorial Day</td>
<td>Monday, May 31, 2004</td>
</tr>
<tr>
<td>July 4 – Independence Day</td>
<td>Friday, July 5, 2004</td>
</tr>
<tr>
<td>The 1(^{st}) Monday in September – Labor Day</td>
<td>Monday, September 6, 2004</td>
</tr>
<tr>
<td>November 11(^{th}) – Veterans Day</td>
<td>Thursday, November 11, 2004</td>
</tr>
<tr>
<td>The 4(^{th}) Thursday in November – Thanksgiving Day</td>
<td>Thursday, November 25, 2004</td>
</tr>
<tr>
<td>Day Following Thanksgiving</td>
<td>Friday, November 26, 2004</td>
</tr>
<tr>
<td>December 24(^{th}) – Christmas Eve</td>
<td>Wednesday, December 23, 2004</td>
</tr>
<tr>
<td>December 25(^{th}) – Christmas Day</td>
<td>Thursday, December 24, 2004</td>
</tr>
</tbody>
</table>
VOLUNTEER RIGHTS AND RESPONSIBILITIES

As a volunteer it is your responsibility to:

♦ Accept a job position that is worthwhile, challenging and suitable to your skills and ability.
♦ Fulfill your time commitment by reporting on time and staying for your scheduled shift.
♦ In cases of emergency or illness notify your supervisor and/or Volunteer Coordinator early enough that a substitute can be found if needed.
♦ Use time wisely and do not interfere with the performance of others.
♦ Dress appropriately and be well groomed.
♦ Be considerate, respect the competencies of others and work with the staff and other volunteers.
♦ Sign in and out and accurately record the total hours you have worked on your time sheet.
♦ Adhere to library rules and procedures.
♦ Notify the Volunteer Coordinator if you plan to terminate your duties as a volunteer.
♦ Keep busy and show enthusiasm.
♦ Perform the duties that have been assigned to you to the best of your abilities.

As a volunteer it is your right to:

♦ Be provided orientation, training and staff coordination for the job you accept, and to know why you are being asked to do a particular task.
♦ Expect that your time will not be wasted by lack of planning or coordination.
♦ Know whether your work is effective and how it can be improved.
♦ Be given appropriate recognition of your contributions.

The Library has the responsibility to:

♦ Use volunteers to extend services so more can be done without displacing paid workers.
♦ Define jobs that are meaningful to you and commensurate with your abilities.
♦ Give you the same careful attention as a paid employee and assign you a staff coordinator.
♦ Provide orientation and training to increase your skills.
♦ Give volunteers the same courtesy as other staff members.
♦ Provide appropriate informational mail and updates on new procedures.

The Library has the right to:

♦ Decline acceptance of a prospective volunteer if the person seems unsuitable for the position, and to refer him/her to alternative volunteer opportunities with other institutions.
♦ Know that you will fulfill your assignment as agreed upon or you will notify staff in advance that you cannot.
♦ Expect you to ask for a change in job position if it is too demanding or not meeting your expectations.
♦ Release a volunteer who is unacceptable or whose skills do not fill a need in the library.

Shasta County Library
VOLUNTEER AGREEMENT

As a new volunteer to the Shasta County Library, or as a parent of a volunteer under the age of 18 years old, I (we) understand and agree to the following:

• I have read and understand the information in the Volunteer Handbook, and agree to abide by the policies and procedures set forth in it.

• I certify that I am capable of performing the duties set forth in my job description and know of no condition, which would preclude my performance of those duties.

• I will maintain my commitment for at least 6 months of service as a library volunteer (unless an exception has been made in advance).

• I will participate in orientation, training and evaluation activities; perform my duties as specified by my supervisor and adhere to the work schedule agreed upon with my supervisor.

• I will demonstrate professional behavior while volunteering and refer questions from the public to the Reference Librarian.

• I will maintain frequent communication with my supervisor and notify my supervisor of any leave of absence.

• I understand that failure to meet any of the responsibilities listed above may be cause for dismissal.

• I give the library permission to use, re-use, publish, and republish any picture taken of me while volunteering or in attendance at promotional events, for any purpose whatsoever without restriction as to alteration; and to use my name in connection therewith. I release the photographer and Shasta County Library from any and all claims or demands arising out of or in connection with the use of the photographs, including without limitation any and all claims for libel or invasion of privacy.  ☐ Yes ☐ No

• As a parent of a volunteer who is under the age of 18 years old, I understand that once the library closes in the evening, library staff will not be available and the volunteer must leave the building. I understand that the safety of my child is my responsibility and release the library of any liability for a child left unattended.

• I have read and understand the policies and procedures concerning volunteer injuries occurring on the job. If I wish my personal physician to render treatment in this case, I understand that I must take a Personal Physician Statement form to my physician for his/her signature and return it to the Volunteer Coordinator as soon as possible. Otherwise, treatment will only be covered by RIOH, in Redding, or Intermountain Family Practice Group, in Burney. I prefer:
  ☐ RIOH/ Intermountain Family Practice Group  ☐ Personal physician (must complete form)

I have read, understand and agree to the above release, authorization and agreement.

Date ____________________ Volunteer Signature ___________________________________

For volunteers under 18 years old:

Date ____________________ Parent Signature _____________________________________