

PERSONAL BELONGINGS

The library cannot be responsible for any personal items that are lost or stolen. Be mindful and leave valuable items at home. We will not have any storage facilities available. All food should be sealed, packed away, and consumed outdoors.

EATING/DRINKING

Food is not allowed to be eaten inside the library by patrons or volunteers. Plan to have your snacks and meals outside the facility before or after your shift. You may bring in closed drinks with lids. Please eat something before your shift to stay alert.

WHAT DO I DO IF I GET SICK OR THERE'S AN EMERGENCY AND I HAVE TO GO HOME?

In the case of emergency (sudden illness, etc), or you need to leave before your scheduled shift is completed, notify a staff member, and sign out.

OTHER ISSUES

PUBLIC BUILDING / PATRON BEHAVIOR

If you see something, say something! Anyone can come into a library; be observant and aware. Immediately report any suspicious behavior to library staff, including anyone that makes you uncomfortable.

CUSTOMER SERVICE: WHAT DO I ANSWER?

Yes: simple, directional questions. **No:** library material and research questions. To offer patrons a high level of service, direct questions, comments, or complaints to library staff.

LIBRARY STAFF CONTACTS

Jessica Brandi, Children's & Teen Services Librarian
Ashley Dalle, Adult Services Librarian
Cyris Smith, Branch Librarian

Library Assistants:

- Yuka Kobayashi, Teen Volunteer Coordinator
- Mayra Marquez, Teen Volunteer Support, Baby & Family Storytime, ESL, Book Club
- Glenda Gomberg, Storytimes, Book+Bites

7/29/19

PROGRAMS

HOMEWORK HELP 3:20-4:35pm (1.25 hours)

Mondays, Tuesdays, Wednesdays

Fall: September 3—December 11, 2019

Spring: January 6—April 22, 2020

Grade limits: (K-2) <20min, (3-5) <30min, (6-8) <45min

- Must be in high school (grades 9-12).
- Greet students, encourage them, be attentive.
- Help students organize and understand their homework or reading assignments during timed sessions.
- Check their work.
- Ask for peer backup when you're stuck.
- Reading: support vocabulary pronunciation; engage to confirm they understand unfamiliar words or stories.
- Be mindful about your language, especially teasing.

TEEN ADVISORY BOARD (TAB)

3:30-5pm (1.5 hours) 1st & 3rd Thursdays

& Programs (see calendar & shift schedule)

Fall: Sep 5 & 19, Oct 3 & 17, Nov 7 & 21, Dec 5 only

Spring: Jan 9* & 16, Feb 6 & 20, Mar 5 & 19, Apr 2 & 16

- *1st Thurs:* Decide and plan programs for kids and teens with staff collaboration (STEAM, etc).
- *3rd Thurs:* Run the awesome programs you planned! See the rewards of your efforts and abilities come to fruition, and learn from any mistakes or improvements.
- *Program days:* check in and assist program participants, aid staff as directed.

WEEKLY SHELVING/TASKS

FLEXIBLE! Schedule your shifts with staff.

- *Tasks:* prep arts and crafts, create artwork, process library materials or organize library collections.
- *Shelving:* if you love organization and tidiness, and are detail-oriented, this vital job is for you!
- If you know you are introverted, unsocial, or uncomfortable talking to kids or adults, this may be a less stressful role. (Remember, you still need to talk to us, the friendly library staff!).

CYPRESS LIBRARY

TEEN VOLUNTEER PROGRAM

(GRADES 8-12)



2019-2020 GUIDE

CYPRESS LIBRARY

5331 Orange Ave, Cypress, CA 90630

714-826-0350 • www.ocpl.org

ocpl.cypress@occr.ocgov.com

<http://www.ocpl.org/libloc/cyp/calendar>



Orange County, CA
Public Libraries
Open Doors. Free Access. Community.

Thank you for your interest in volunteering at the Cypress Library, OC Public Libraries! Without the help of teens like you, we would not be able to provide valuable programs nor an inviting space to our community.

This guide should be read fully so that you are clear on your role and duties.

WHAT WILL I BE DOING?

You will be interacting with and *talking to* people!

You may sign up to assist with programs, projects, shelving/tidying, or other staff requests and tasks as needed. No experience necessary. We will train you.

GENERAL QUALIFICATIONS

✓Enjoys working with children. ✓Wants to be a good role model. ✓Has a positive attitude, is actively willing to help where needed. ✓Is motivated, dependable, punctual. ✓Is organized, a quick learner, can work independently.

WHEN DOES VOLUNTEERING START AND END?

August 1, 2019—May 31, 2020 (school year). Library Hours: Mon-Th 10am-7pm, Fri Closed, S-Su 9am-5pm

HOW LONG WILL I BE VOLUNTEERING?

A full semester commitment. Each shift is 1.25~3 hours long, depending on the program. Preferably, you limit yourself to 1 or 2 days per week. Your school loads are full and we don't want you to get burned out.

WHAT'S IN IT FOR ME?

Aside from giving back to your community, you meet graduation requirements for community service, gain work and interpersonal "soft skills" experience for college applications and that first job application or career, and likely qualify for a letter of recommendation. College admissions panels love seeing a solid record of volunteer service on applications.

HOW TO SCHEDULE SHIFTS

Once we have your completed application, you may sign up for your shifts. Adjust shifts in person or via phone/email.

PROCEDURES

ATTENDANCE

We ask that you treat your volunteer work as a **real job**, much like you complete and return your own application. We are counting on you to work at your scheduled time, and promptness and communication are expected. **If you must be absent, notify the library as soon as possible (LATE is better than never!) by email ocpl.cypress@occr.ocgov.com or by phone 714-826-0350.** Please do not email specific library staff about absences. Do not use your @auhsd email.

ACCOUNTABILITY

Three strikes and you're out. (A) You will have **three chances** to fall short of expectations (behavior) or miss a shift *without* notification (noshow). (B) You will have **three chances** to be absent *with* notification (same-day approved absences). When you strike out, you will be dismissed from the volunteer program.

TIME SHEET & RECORD KEEPING

Your time sheet will be kept in alphabetical order by *last name* in the "Teen Volunteer" binder. YOU are responsible for logging your **start/end shift times**, and for having a **staff member initial** your log before you leave. You will receive service credit for your total scheduled shift hours, unless staff permits extra time. If you are late or leave early, you are expected to accurately record this on your time sheet. Be truthful!

Time sheets serve as official service records. Hours are tracked and saved to a database, and records are stored for five years from the last service date.

SERVICE LETTERS & LETTERS OF REC

Fill out a service letter request at the end of each term (summer, semester, school year) or bring your paperwork from school (Aeries or counselor). Do not delay!

If you were an outstanding volunteer for one year or more at the Cypress Library and need a recommendation, ask us! It's best to not wait too long so that you're still fresh in our memories.

POLICIES & EXPECTATIONS

CONDUCT

As a library volunteer, the public sees you as a representative of the library. It is **important** to be and act **professional, pleasant, and courteous** to everyone, including other teen volunteers and library staff. Eye contact, a smile, friendly "do you have a question?" or "may I help you?" greetings are a great start... as well as updating staff when you've completed a project, asking if we need more help, or asking us if and when *you* need help.

You may see friends or family while working. Keep visits to a minimum as to not interfere with your work. We hold respectfully high expectations and know that you can meet them! Inappropriate language, poor behavior, lackluster effort, disrupting patrons/staff, or disregarding library policies/procedures are not tolerated.

DRESS

A general guideline is, if it's not appropriate for school, it's also not appropriate for working at the library. You **MUST** wear close-toed shoes for safety, or we will send you home.

VOLUNTEER BADGES / NAME TAGS

Name badges are to be worn by all library personnel, including volunteers, while on duty. Badges should be worn high up by the collar to be easily visible, and so that we can address you by your name; we appreciate you! Pick up your badge when you sign in for the day and return it when your shift has completed. If you accidentally take it home with you, bring it back on your next shift.

MOBILE DEVICES / HEADPHONES / LAPTOPS

All personal devices must be **SILENCED** and **NOT USED** while volunteering. Wait until your shift is over to use them. Inform us of any exceptions needed. We expect you to always be alert, to be ready to greet and serve, and to be aware of your surroundings, even when it's slow. Offenses will result in warnings.