



Volunteer Handbook

Library's Mission, Invitation to Serve and Introduction

The mission of the Greensboro Public Library (GPL) is to, ***in partnership with the community, strive to provide free and equal access to information, foster lifelong learning, and inspire the joys of reading.*** This mission guides the decision-making process and other activities of the Library and our staff. We are committed to delivering services and experiences that help us achieve these goals and we are pleased to invite you to join us on our journey.

Volunteers play an important and vital role at GPL, serving in a variety of ways to help the Library anticipate, prepare for and meet the ever-changing and increasingly diverse needs of the City and its many unique and distinct communities. Whether helping to re-shelve materials or assisting with programs, volunteers are critical to the Library's success. As a volunteer you can expect:

- To gain valuable, transferrable skills that can help with your future educational and/or professional pursuits.
- An opportunity to increase your knowledge and involvement in the community by working with diverse customers of all ages, ethnicities and backgrounds.
- An opportunity to increase your network of colleagues and friends.
- An experience that is engaging and fun!

Thank you again for your interest in serving as a volunteer for the Greensboro Public Library! With eyes towards the future, we are grateful for our current base of volunteers and their ongoing contributions that support our continuous efforts of providing ***free and equal access***, fostering ***lifelong learning*** and inspiring the ***joys of reading***. We look forward to working with you and hope that your volunteer experience will be enjoyable, stimulating and rewarding.

Eight Locations, One Library – Serving the Community Together

It is important to us that our volunteers become familiar with the Greensboro Public Library and the diverse, entertaining and educational offering of services and programs we provide the residents of Greensboro and Guilford County. These programs and services are carried out daily by staff and volunteers at each of our eight library locations and the Greensboro History Museum. In addition to an incredible staff and volunteer base, the following 8 library locations are also home to unique collections, programs, and services. For more information about our 8 library locations and the Greensboro History Museum, please visit: www.greensborolibrary.org.

Blanche S. Benjamin Branch Library | 1530 Benjamin Parkway | 336-373-7540

Benjamin Branch is located in the Guilford Hills neighborhood across from General Greene Elementary School. This branch offers a broad range of children's programming, access to computers, and meeting space with seating for 40 people.

Central Library | 219 N. Church St. | 336-373-2471

The Central Library is located in the heart of the cultural district, between the Greensboro History Museum and the Cultural Center. It offers spacious meeting rooms, a large children's area and special collections.

Glenn McNairy Branch Library | 4860 Lake Jeanette Rd. | 336-373-2015

The Glenn McNairy Branch is located near Lake Jeanette and adjacent to Greensboro Fire Station 43. The branch offers children, teens and adults an innovative technological experience. Children can experience interactive educational games and teens and adults have access to portable digital media.

Glenwood Branch Library | 1901 W. Florida St. | 336-297-5000

Glenwood Library is home to the Greensboro Neighborhood Information Center and the Multicultural Resource Center. Here you will find the Library's foreign language learning collection as well as materials in at least nine different languages.

Hemphill Branch Library | 2301 W. Vandalia Rd. | 336-373-2925

The Hemphill Branch Library is an innovative combination of art gallery and public library. You will find all the traditional services you expect from your neighborhood library plus art exhibits and the ArtQuest studio.

Kathleen Clay Edwards Family Branch | 1420 Price Park Rd. | 336-373-2923

The Kathleen Clay Edwards Family Branch is located in the 98-acre Price Park, which includes a bird and butterfly meadow, reading garden, walking trails, ponds and wetlands. In addition to popular collections, this branch has an extensive collection of nature, gardening, and environmental resources for children and adults.

McGirt-Horton Branch Library | 2501 Phillips Ave. | 336-373-5810

At the McGirt-Horton Branch, there are two covered exterior spaces accessed from inside the library, one for teens and the other for adults and children. The children's area contains special interactive features that encourage discovery and literacy. A separate wing of the building, designed with the interests and lifestyles of teens in mind, includes a video lounge area, sound booth and multimedia lab.

Vance H. Chavis Lifelong Learning Branch Library | 900 S. Benbow Rd. | 336-373-5838

The Vance H. Chavis Branch emphasizes group study and lifelong learning. It is equipped with two separate meeting or gathering spaces. The branch houses the Library’s first computer lab as well as an extensive African-American collection of both fiction and nonfiction.

Opportunities and Special Projects

Volunteer opportunities and special projects vary by GPL location. The following table describes common volunteer opportunities and special projects available at most GPL locations. Please note the suggested skills volunteers should possess in order to perform each opportunity.

<p>Shelving Assistant Read spine labels to determine proper placement of materials on shelves, ensure shelves are neat, clean and straightened. Skills: attention to detail.</p>	<p>New Materials Processor Assist staff with processing new materials by placing or removing new stickers at appropriate times, pull new materials after 6 mos. Skills: attention to detail.</p>	<p>Holds Request Assistant Pull holds from staff-generated list. Cut scrap paper for holds slips, etc. Skills: excellent shelving and puzzle solving abilities.</p>	<p>Research Assistant Answer reference questions using catalog and public computers, answer catalog questions using website catalog. Skills: excellent communication skills.</p>
<p>Children’s Room Assistant Straighten children’s room, prepare and organize materials needed for crafts and prizes, assist children with finding books, assist with children’s programs. Skills: creativity and a high tolerance for high energy situations.</p>	<p>Collection Maintenance Assistant Shelf-read, remove worn/damaged materials, clean books, shelves, and bins. Check inventory with staff generated lists, pull duplicates. Skills: excellent shelving abilities and attention to detail.</p>	<p>Book Display /Bulletin Board Assistant Assist staff in designing displays, signs, and bulletin boards. Put up and take down library displays. Skills: creativity and computer skills.</p>	<p>Teen/Adult Programs Assistant Help facilitate teen/adult events. Brainstorm ideas for programming. Skills: creativity, communication skills and ability to work well with others.</p>

For volunteer opportunities with the Greensboro History Museum, please visit: greensborohistory.org/about-us/volunteer

Best Practices and Responsibilities

As a volunteer, you are not paid or otherwise compensated by the Greensboro Public Library. However, you are still a representative of the Library during your volunteer shift. Therefore, you are expected to follow the guidelines below, which are intended to help ensure a safe, quality, enjoyable volunteer experience. If you have questions concerning any of these guidelines and best practices, please be sure to consult the volunteer coordinator at your branch.

- Dress neatly when you come to the library to volunteer. Don't wear flip-flops, offensive t-shirts, spaghetti-strap tank tops or clothing that is too tight or revealing.
- Please try to avoid just "showing up" to volunteer. If possible, please work with your branch's volunteer coordinator to create a regular schedule so that we can best utilize everyone's time and talents.
- Please be on time. If you're going to be late or absent, please call to inform library staff.
- Do not invite friends to "hang out" with you during your shift.
- When you report to volunteer, please sign-in at the designated area and notify staff that you are there to volunteer. Do not work more than 2 hours per shift unless you have received prior approval. Please be sure to sign out when you leave.
- Help ensure a welcoming environment by smiling and greeting customers, keeping library books off of the floor and placing items on the book cart or back on the shelves in the designated area. Straighten the area at the beginning and end of your shift. This includes disposing of trash and keeping the area clean and welcoming.
- Mobile devices are not permitted while volunteering. Phones may be used at the conclusion of your shift to make arrangements for transportation home.
- Treat all Library customers, other volunteers and employees with kindness and respect. Customers, volunteers and employees are all valued.
- Do not go behind desks or enter workrooms unless accompanied by a library employee.
- If you observe a customer injure themselves or others, you **MUST** alert a library employee immediately. **DO NOT attempt to help or assist the customer by yourself.**
- Please alert a library employee immediately if you encounter a difficult or harassing customer or situation.
- If you are familiar with computers and/or the Library's collection, you may attempt to assist customers with basic needs such as logging onto computers or providing directional assistance. **All other questions should be referred to a library employee.**

Greensboro Public Library Volunteer Handbook

Volunteers who do not follow the guidelines outlined in the Volunteer Handbook may be dismissed at any time. Please sign and date below to confirm receipt and understanding of the Volunteer Handbook.

Volunteer Signature

Date