

Library Volunteer Handbook

Welcome to the UC Berkeley Library Volunteer Program. You have joined a group of library enthusiasts who generously contribute their time and talents to the Library.

This handbook will acquaint you with the Library, its mission, its various volunteer activities and procedures, its expectations of volunteers and “what’s in it” for you. If you have any questions, consult your immediate supervisor, unit/section head or the Volunteer Coordinator.

Table of Contents

- A. [About the Library](#)
 - B. [About the Volunteer Program](#)
 - C. [First Day](#)
 - D. [Benefits of Volunteering](#)
 - E. [University and Library Policies](#)
 - a. [Forms and Trainings](#)
 - b. [Media Contact](#)
 - c. [Release of Library Information](#)
 - F. [Library Expectations](#)
 - G. [Resignations](#)
 - H. [Contact Information](#)
-

A. About the Library

The UC Berkeley Library is an internationally renowned research and teaching facility at one of the nation's premiere public universities. It ranks in the top five research libraries annually, and is often ranked the number 1 research library among public institutions.

In a highly-diverse and intellectually-rich environment, Berkeley serves a campus community of 27,000 undergraduate students, 10,000 graduate students, and 1,500 faculty. The Library is comprised of 20 libraries, including the Doe/Moffitt Libraries, The Bancroft Library, and the East Asian Library, collectively offering extensive collections in all formats and robust services to connect users with those collections and build their related research skills.

The Library has a collection of more than 10 million volumes and a collections budget of over \$17 million. The Library has a current operations budget of over \$48 million with nearly 375 FTE employees and more than 600 part-time student employees.

The Library is an active participant in the California Digital Library (CDL). Through participation in exciting initiatives such as the Google Digitization Project, UC System's WorldCat Local pilot, and New Directions Initiative, the Library continues to explore new approaches and roles for research libraries.

B. About the Volunteer Program

The Library's ability to serve the campus, the state, and the world as a premiere memory institution depends on the quality of all who work here – both paid and volunteer staff. It is important that every volunteer feel that he or she is doing meaningful and productive work, and we are eager to match each volunteer with a job that suits his or her schedule and talent. Over time, volunteers may become active in more than one area of volunteering, while others are happier specializing in one kind of activity.

All volunteers are required to complete an application and an interview.

Each volunteer opportunity has a direct supervisor to assist with its operations and to assure that Library policies are observed.

Volunteer time commitments vary by an individual's availability and by volunteer opportunity. Each opportunity has its own time commitment requirements.

C. First Day

Once you receive a volunteer assignment, you will be contacted by Campus Shared Service to start your onboarding process. You will be asked to bring a ID, such as a state ID card, or picture ID to complete your paperwork.

D. Benefits of Volunteering

Volunteers at the Library are entitled to a variety of benefits. Some Volunteers will be issued a Cal1 card at the Cal1 office. The card entitles you to Library privileges as well as to discounts offered to Cal1 card holders.

In addition to being a volunteer member in a world-renowned research library, there are other benefits such as the winter holiday party and the staff appreciation party. You are also welcome to come to Library Events such as Lunch Poems and Story Hour.

E. University and Library Policies

Volunteers must remember at all times that they are representing the University and are subject to its policies and regulations as well as to those of The Library. Policies, procedures and other information that are of special concern are communicated on a regular basis.

a. Forms and Trainings

Before you start:

- You will be contacted by email by Campus Shared Service to set up your onboarding appointment.
- Complete a Worker's Compensation Volunteer Registration Form. By signing the registration form you officially register as a volunteer with the University, and with the University's Workers' Compensation Program.
- Contact your supervisor for start date.

b. Media Contact

Reporters and editors often call The Library seeking information for their publications. Please refer these calls to the Volunteer Coordinator, who will refer them to the most appropriate Library representative.

c. Release of Library Information

The Library does not release information concerning past and present volunteers,

employees, interns, students or vendors other than to verify employment. If someone asks you for such information, please refer him or her to the Volunteer Coordinator.

F. Library Expectations

Volunteers are an integral part of Library staffing and operations. Within that context, volunteers are expected to conduct themselves in a businesslike and courteous manner, consistent with the high quality public service goals of the Library. Please remember that we are a service department, assisting faculty, students and the public with their teaching, learning and research needs. The Library expects volunteers to display a positive regard for the duties and obligations assigned to you throughout your work with us. A willful disregard for or deliberate violation of University, Campus, Library or department policies and expectations will result in termination.

Appearance

The Library expects all staff to maintain a neat and clean appearance and businesslike demeanor. The way we appear is an important form of non-verbal communication which creates in others an impression about the Library as a competent and professional academic resource. When on duty, you represent the Library. Your appearance and behavior directly affect our patrons' experiences.

Food and Drink

In keeping with the policy for library users, consumption of food or drink of any kind is not allowed in any public areas of the libraries. If you bring any food into the library, be sure it is concealed in a bag. Staff areas may be used for breaks and lunches.

Library Equipment

Library equipment, including computers (internet, email, etc.), printers, photocopy and fax machines are for library business use only.

Audio Equipment

Radios, CD players, iPods, etc., are not permitted for personal use in public areas of the Libraries. Use of these devices in public areas varies from one library to another. Please consult your supervisor regarding the use of personal audio equipment in your unit. Supervisors may deny use of personal audio devices if the work of the unit is negatively impacted.

Phone Calls

Library telephones are intended for business use only. (In emergencies, calls may be made from library phones with the permission of your supervisor.) Staff are discouraged from receiving phone calls at work except in emergencies. Cell phones should not be used at work except during break periods away from public areas.

Changes of Address / Phone Number

Report any change in personal information, such as your address, email address or telephone number to your supervisor FIRST and then to the Volunteer Coordinator.

Arranging and Maintaining Work Schedules

Your time is valuable to The Library in more ways than one! The work you do enables us to succeed in our various programs, and the record of your time spent helping The Library shows important community support. We total all the volunteer hours contributed to The Library each year and use this information in annual reports to the campus administration and when talking with donors and granting agencies. Do not agree to a work schedule unless you are able to maintain it throughout the project. Please call your supervisor as soon as possible if you find you are not able to make a scheduled shift.

Safety / Work-Related Injury

Familiarize yourself with Library Emergency Procedures and any procedures specific to your unit. Follow all posted safety regulations and report any hazards to your supervisor. If you should suffer a work-related injury or illness, or have questions, please notify your supervisor immediately.

G. Resignations

If you know that you will have a limited time to volunteer, please provide your expected end date when filling out your application. You are requested to notify the Volunteer Coordinator should you wish to end your volunteer appointment at The Library.

H. Contact Information

Email the Library volunteer coordinator at stuempl@library.berkeley.edu, or call 510-643-8479