

# Volunteer Handbook



Las Vegas-Clark County Library District  
7060 W. Windmill Lane  
Las Vegas, NV 89113  
(702) 507-6181

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## Welcome Statement

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As a volunteer in the Las Vegas-Clark County Library District, you are special. We welcome you and thank you for your interest in the Library. Your services are highly valued by both our staff and our patrons. Your helpfulness and attentiveness add a refreshing dimension to the Library. You not only supplement our paid staff, you bring a creativity and vitality that is necessary for the growth of our organization.

As you serve with your talent, time and energy, we hope you will know that this all important gift will permanently benefit the needs of the entire community. In making assignments to specific duties within the Las Vegas-Clark County Library District we are asking you to share your capabilities in assisting us where you are needed the most.

Your service and your contribution of hours of volunteerism are valuable assets and we thank you.

This Volunteer Manual will provide information to help you get started as a volunteer in the Las Vegas-Clark County Library District. It will help explain the background and purpose of our program, answer some frequently asked questions and describe what you might encounter as a volunteer. Most activities involving volunteers do not require special skills. A Volunteer Coordinator from each branch will provide training, guidance and answer your questions.

Please read this manual before beginning your volunteer job. Continue to use it as a reference as your volunteer experience develops. Of course, you are also encouraged to call your Volunteer Coordinator with any questions or concerns.

We hope that you will benefit from your volunteer experience. We welcome you as a member of the growing community of individuals whose lives have been enriched by their efforts to help others.

Thank you for volunteering to help us provide the best in services to our patrons.

Leslie Valdes  
Volunteer Program Coordinator  
7060 W. Windmill Lane  
Las Vegas, NV 89113  
Phone (702) 507-6181

# Las Vegas-Clark County Library District Mission Statement

The Las Vegas-Clark County Library District nurtures the social, economic, and educational well-being of people and communities. The District is committed to building communities of people who can come together to pursue their individual and group aspirations.

## **Values and Operating Principles**

The District is guided by the principles of Public Librarianship and First Amendment Rights. The District protects library materials from censorship.

We seek innovative ways to:

- Respond and reach out to serve the current and evolving information needs of our diverse community.
- Create a sense of community by providing a welcoming, inviting, secure environment for our public and staff.
- Provide excellent customer service that is both timely and confidential.
- Develop a well-trained, knowledgeable, courteous and professional staff.
- Communicate with our public and staff to ensure vital, relevant and effective library services.
- Manage our resources effectively and be accountable to our funding sources.

We celebrate our accomplishments, learn from our mistakes and take pride in serving our community.

## **Library Holidays**

Monday, January 1 New Year's Day

Monday, January 15 Martin Luther King Jr. Day

Monday, February 19 Presidents' Day

Sunday, April 1 Easter Sunday

Monday, May 28 Memorial Day

Wednesday, July 4 Independence Day

Monday, September 3 Labor Day

Monday, October 8 Staff Development Day (Columbus Day)

Friday, October 26 Nevada Day

Sunday November 11 Veteran's Day

Thursday, November 22 Thanksgiving Day

Friday, November 23 Family Day

Monday, December 24 Christmas Eve

Tuesday, December 25 Christmas Day

It is also recommended to close the Library District at 5:00 PM on Monday, December 31, 2018.

## Library Locations & Hours

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<b><u>Locations:</u></b>	<b><u>Phone:</u></b>	<b><u>Hours:</u></b>
Centennial Hills Library 6711 N. Buffalo Dr. Las Vegas, NV 89131	(702) 507-6100	M-Th, 10 a.m. - 8 p.m. F - Sun, 10 a.m. - 6 p.m.
Clark County Library 1401 E. Flamingo Road Las Vegas, NV 89119	(702) 507-3400	M-Th, 10 a.m. - 8 p.m. F - Sun, 10 a.m. - 6 p.m.
Enterprise Library 25 E. Shelbourne Ave. Las Vegas, NV 89123	(702) 507-3760	M-Th, 10 a.m. - 8 p.m. F - Sun, 10 a.m. - 6 p.m.
Las Vegas Library 833 Las Vegas Blvd. North Las Vegas, NV 89101	(702) 507-3500	M-Th, 10 a.m. - 8 p.m. F - Sun, 10 a.m. - 6 p.m.
Rainbow Library 3150 N. Buffalo Dr. Las Vegas, NV 89128	(702) 507-3710	M-Th, 10 a.m. - 8 p.m. F - Sun, 10 a.m. - 6 p.m.
Sahara West Library 9600 W. Sahara Ave. Las Vegas, NV 89117	(702) 507-3630	M-Th, 10 a.m. - 8 p.m. F - Sun, 10 a.m. - 6 p.m.
Spring Valley Library 4280 S. Jones Blvd. Las Vegas, NV 89103	(702) 507-3820	M-Th, 10 a.m. - 8 p.m. F - Sun, 10 a.m. - 6 p.m.
Summerlin Library 1771 Inner Circle Dr. Las Vegas, NV 89134	(702) 507-3860	M-Th, 10 a.m. - 8 p.m. F - Sun, 10 a.m. - 6 p.m.
Sunrise Library 5400 Harris Ave. Las Vegas, NV 89110	(702) 507-3900	M-Th, 10 a.m. - 8 p.m. F - Sun, 10 a.m. - 6 p.m.
West Charleston Library 6301 W. Charleston Blvd. Las Vegas, NV 89146	(702) 507-3940	M-Th, 10 a.m. - 8 p.m. F - Sun, 10 a.m. - 6 p.m.
West Las Vegas Library 951 W. Lake Mead Blvd. Las Vegas, NV 89106	(702) 507-3980	M-Th, 10 a.m. - 8 p.m. F - Sun, 10 a.m. - 6 p.m.
Whitney Library 5175 E. Tropicana Ave. Las Vegas, NV 89122	(702) 507-4010	M-Th, 10 a.m. - 8 p.m. F - Sun, 10 a.m. - 6 p.m.
Windmill Library 7060 W. Windmill Lane Las Vegas, NV 89113	(702) 507-6030	M-Th, 10 a.m. - 8 p.m. F-Sun, 10 a.m. - 6 p.m.

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## Library Policies

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The following Las Vegas-Clark County Library District policies are extended not only to paid employees, but to volunteers with the District. If you have any questions about them, or would like to read the complete text of these policies, please ask the Volunteer Program Coordinator or Branch Manager to show you the binder, which contains all policies so that you can review them.

- Accident/Injury Reporting
- Drug Free Workplace
- Equal Employment Opportunity
- Sexual Harassment
- Smoke-Free Workplace
- Workers Compensation

### Dress Guidelines for Library District Staff

Volunteers should dress appropriately, within the dress guidelines of the Library District, as follows:

- Require the wearing of shoes with soles (no flip-flops). If your assignment requires you to move carts, closed toe shoes should be worn for safety reasons.
- Refrain from wearing crop tops (no skin showing between bottom of shirt/blouse and top of pants/skirts); strapless, low-cut clothing; or tops and outfits that provide minimum coverage.
- Skirts, dresses and pants should be worn at an appropriate length allowing for flexibility and coverage should the need to stoop or bend be necessary.
- Shorts, gym attire and sweatpants are not allowed.
- Slogans or advertising on clothing that by their controversial nature disrupts the work environment should not be worn. T-shirts promoting library services and programs are allowable.
- District provided uniforms should be worn in accordance with the District uniform dress guidelines.

If you have any questions about the guidelines, please talk with your Volunteer Coordinator supervisor. Thank you for your cooperation.

## On the Job

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**Absences** – If you are ill or have an emergency that prohibits you from meeting your volunteer commitment, please notify the appropriate person at your branch at least 24 hours in advance or as soon as possible, so arrangements can be made to cover your assignments. Also, please help us plan your absence by notifying us of your vacations, or other time away.

**Appearance** – Please review the District Policy and dress appropriately.

**Breaks** – Volunteers should be sure to take a 15 minute break during every 3 or 4 hour shift you work. You are welcome to take your break in the staff lounge. Just be sure to notify the staff person on duty, so they can relieve you if necessary.

**Conduct** – You are a reflection of the District, and therefore, we expect you to act in a courteous, professional manner while volunteering for us. Please familiarize yourself with library values and policies.

**Cell Phones** – You should follow the library’s policy for cell phone use – no talking on the phone in the library. Because we need your full attention to your assignment, we ask that you keep text messaging to a minimum. Ringers should be placed in silent or vibrate mode.

**Name Tags** – “Library Volunteer” name tags will be available for you to wear while volunteering. Please wear these badges while you are volunteering.

**Personal Phone Calls** – You may use the library’s telephone for local calls. However, because we need your full attention to your assignment, we ask that you keep personal phone calls to a minimum.

**Time Log** – We keep careful records of volunteer hours, in order to thank you, and to demonstrate community support for the District. Please make sure to sign in and out of each shift. Your Volunteer Coordinator will let you know where they keep their log.

## **Verified Volunteers**

The Las Vegas-Clark County Library District is required to conduct a background check on all volunteers. The district uses the services of Verified Volunteers to provide a secure online volunteer screening platform that allows you, the volunteer, to enter and control your information when ordering a background check. If desired, once you are verified, you have the option to use this background check to apply for volunteer positions with other organizations both within and outside of the Verified Volunteers community.

In order to begin, you will receive an email with an embedded link that will initiate a simple four-step process. During this process, you will be asked to set up an account with your email address and provide personal information like your address, date of birth, and social security number. The background check will be completed at no cost to you within 72 hours. Please be assured that all information you share via the Verified Volunteers platform is 100% private and secure.

Thank you for your interest in volunteering with the Library District. If you have any questions, please contact the volunteer coordinator at your branch.

## Closing

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We appreciate your willingness to volunteer with the Las Vegas-Clark County Library District. We hope you will enjoy your experience as a volunteer. As you learn your volunteer duties, feel free to ask questions. Our staff is pleased to have your assistance and is happy to help you become familiar with the library. Your commitment and that of volunteers like you allow the library to most effectively serve our patrons' needs.

**Thank you.**

Once you have read the handbook, please sign the following page and return it to your volunteer coordinator.

I have received, read, and understand the Volunteer Handbook, LVCCLD Personnel Policies and Procedure Manual, and LVCCLD Child Safety Guidelines.

Name \_\_\_\_\_ (print)

Signature \_\_\_\_\_

Date \_\_\_\_\_