

EATING/DRINKING Food and drink are *not* allowed inside the library. You *may* bring and drink bottled water inside the library; bottles must have a lid that is spill-resistant, secure, and sealed. Plan ahead: eat something before your shift to stay alert or finish snacks and meals outside before or after your shift.

WHAT IF I GET SICK WHILE ON SHIFT OR THERE'S AN EMERGENCY AND I HAVE TO LEAVE? If you are unwell or have a family emergency and need to leave before your scheduled shift is completed, notify a staff member, and sign out. If emergency services must be called, library staff will call your emergency contact(s) as provided on your application.

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 at the Service Desk.

LIBRARY STAFF CONTACTS

Jessica Brandi, Children's & Teen Services Librarian
Ashley Dalle-Fishkis, Adult Services Librarian
Cyrise Smith, Branch Librarian

Library Assistants, Teen Volunteer Support:
Yuka Kobayashi, Mayra Marquez

HOW TO SCHEDULE SHIFTS

Once we have your completed application, you may sign up for your shifts **IN PERSON** with Yuka, Mayra, or Jessica. Adjust shifts in person or via phone/email.

Fall shifts (Sep-Dec): posted August 1
Spring shifts (Jan-May): posted December 1
Summer applications: available TBA

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

- You must be in high school (grades 9-12).
- Be kind, attentive, and mindful. Greet students and encourage them with productive words.
- Help students organize and understand their homework or reading assignments, and check their work during timed sessions.
- Request peer backup when you're stuck academically and/or emotionally.
- Reading: Support vocabulary pronunciation. Engage to confirm they understand unfamiliar words or stories.

TEEN ADVISORY BOARD (TAB)

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

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.

Programs (1-2 hours) see shift binder for dates/times

- Check in and assist participants, aid staff as directed, set up or pack up room.

WEEKLY SHELVING/TASKS (long term, limited)

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, are detail-oriented, this crucial job is for you!
- If you know you are introverted, unsocial, or uncomfortable talking to the public, this may be a less stressful role. Remember, you still need to talk to us, the friendly library staff. :)

Summer 2019 applications are valid through the school year. School-year applications are valid through May 31.

CYPRESS LIBRARY

TEEN VOLUNTEER PROGRAM

(GRADES 8-12)



2019-2020 GUIDE

Revised January 30, 2020

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.

WELCOME!

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

STEP 1

Read this guide fully so that you are clear on your role and duties. Complete your own application and return it *yourself*, in person. Print neatly, keep it clean, and insist your grownups don't fill it out for you! We want to know that you are serious and care.

WHAT WILL I BE DOING?

You will be interacting with and talking to people!

You may be assisting staff in library programs, with projects, shelving/tidying, or other staff requests and tasks as needed. No experience necessary. We will train you.

GENERAL QUALIFICATIONS

- ✓ Enjoys working with people (children, peers, adults).
- ✓ 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?

One full semester commitment. Each shift is 1 to 3 hours long, depending on the program or task. Preferably, you limit yourself to 1 or 2 days per week. School and activities are priority 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 high school graduation requirements for community service, gain work and interpersonal 'soft skills' experience for college applications and that first job, and likely qualify for a letter of recommendation. College admissions panels love seeing a solid record of volunteer service on applications and future employers will deem you dependable.

PROCEDURES

ATTENDANCE We ask that you treat your volunteer work as a **real job**. We are counting on your commitment, punctuality, and communication. **If you must be absent, notify the library as soon as possible (LATE is better than never!): CALL 714-826-0350 or EMAIL ocpl.cypress@occr.ocgov.com**. Please do not email *specific* library staff about absences (we might not be available). Do not use your @auhsd email account.

ACCOUNTABILITY Three strikes and you're out... you'll be dismissed from the volunteer program when: (A) You fall short of expectations (behavior) or miss a shift *without* notification (no-show), (B) You are absent *with* notification (same-day approved absences).

TIME SHEET & RECORD KEEPING Time sheets are filed in alphabetical order by last name in the big *Teen Volunteer* binder. YOU are responsible for logging your own **start/end shift times, program/task, hours worked, and** having a **staff member sign you out**. 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 and truthfully record this on your time sheet.

Time sheets are official service records and are retained for five years from your last service date.

SERVICE CONFIRMATION & LETTERS OF REC

Do not delay! Request your confirmation at the end of each term: summer, semester, or school year. Walk-in is possible but EMAIL is preferred—Subject: "Service Letter Request". Body: include your **NAME** and desired **time period** (summer, school year, specific dates, etc).

AUHSD students: Pick up same day or in 1-2 days, on your AUHSD "Non-School Sponsored Civic and Service Learning Outside Form". **Non-AUHSD students:** Fulfilled in 1-2 weeks, on OCPL letterhead, via email/pdf.

If you were an outstanding volunteer and need a recommendation, ask us! It's best to not wait too long so that you're still fresh in our memories. Email us your portfolio or let us know what type of recommendation you need.

POLICIES & EXPECTATIONS

CONDUCT As a library volunteer, the public sees you as a library representative. It is **vital** that you are **professional, pleasant, and courteous** to everyone, including other teen volunteers and library staff. Eye contact, a smile, a friendly "do you have a question?" or "may I help you?" greeting are a great start... as well as checking in with staff when you complete 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 of you 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 and volunteers while on duty. Badges should be worn high up by the collar to be easily visible, 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 ended. If you accidentally take it home with you, bring it back to your next shift.

MOBILE DEVICES / HEADPHONES / LAPTOPS All personal devices must be **SILENCED, NOT USED, and STORED** (pocket, backpack, or staff break room locker) 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.

PERSONAL BELONGINGS The library cannot be responsible for any personal items that are lost or stolen. Be mindful and leave valuable items and perishable snacks at home. All food should be sealed, secured, and packed safely; we cannot offer refrigeration.



*What are your hobbies and interests? _____

***EMERGENCY CONTACTS:**

In case you should become ill or have a personal emergency during your volunteer/intern assignment, whom shall we contact?

Name & Relationship to Volunteer/Intern	Home/Cell Phone	Work Phone

REFERENCES: Please list three personal references. Do not include family members or relatives.

Full Name	Complete Mailing Address (email is ok)	Phone Number
*1. _____		
2. _____		
3. _____		

I give permission to a representative of the County of Orange to contact the references listed above and authorize these references to provide requested referral information. Yes _____ (initial)

Volunteer/Intern Guidelines and Provisions:

If accepted into a County of Orange volunteer/intern program, I understand that I will only be reimbursed for any mileage or out-of-pocket expenses that have been previously authorized. As a volunteer/intern, I am not an employee of the County of Orange, I understand that I am not covered by Workers' Compensation or the County's Memorandum of Understanding and that my volunteer/intern agreement may be cancelled at any time. If I use my own vehicle for any County business, I will maintain insurance as required by law.

The County of Orange and its officers, employees and agents shall not be held liable for any death, injury or property damage claims arising from volunteer/intern participation. If any claim arises out of the foregoing, the volunteer/intern shall defend, indemnify and save harmless the County of Orange and its officers, employees and agents from same.

If over the age of 18, I understand that before volunteering/interning for the County I must consent to a criminal background check which may include information from local and national criminal background records, sex offender registries, address traces, and social security verification. County personnel will provide applicants with details required to begin the criminal background process.

I hereby certify that all statements contained on this form are true to the best of my knowledge, and that by signing this document, I understand and agree to the above Volunteer/Intern Guidelines and Provisions.

 *Signature

 *Date

 *Signature of Parent/Guardian if volunteer is under the age of 18

 *Date