

Other Ways to Volunteer

Be a Friend!

Friends of the Bentonville Library welcomes new Friends. Your membership dues, monetary gifts and used book donations are tax-deductible.



Friends of the
Bentonville Library

Every year, our Friends sponsor the Summer Reading Club, allowing BPL to educate and enlighten thousands of young readers. Recent contributions allowed BPL to purchase new laptops, American Art books, plus storytime books, props and puppets. In 2010, the Friends donated \$16,746 to BPL.

Friends of the Bentonville Library
www.bplfriends.org

Support Genealogy Services

In 2006, the Northwest Arkansas Genealogy Society generously donated a special collection to Bentonville Library, totaling more than 3,000 genealogy resources, local texts and family histories.



The Society welcomes new members, monetary gifts and book donations. Society members volunteer in the Library's William Enfield Genealogy Center, assisting patrons with research.

Bentonville Public Library - Genealogy Services
Phone: 479-271-6820 | Fax: 479-271-6775
Email: genealogy@bentonvillear.com

Bentonville Public Library
405 S. Main Street
Bentonville, AR 72712
(479) 271-5988

BPL at the Community Center
1101 SW Citizens Circle
Bentonville, AR 72712
(479) 696-0200

www.bentonvillelibrary.org

Adult, JP & Group Volunteer Coordinator
Robin Mitchell

Phone: (479) 418-8655
E-mail: rmitchell@bentonvillear.com

Teen Volunteer Coordinator
Sarah Herford

Phone: (479) 273-7755
E-mail: sherford@bentonvillear.com
*Saturday absences —
Email: childrenslibrary@bentonvillear.com
Or call: 479-271-6713



VOLUNTEER HANDBOOK



**ENGAGE. DISCOVER. PROMOTE.
VOLUNTEER!**

BPL MISSION STATEMENT

*Bentonville Public Library's mission is to Engage our Community,
Encourage Discovery and Promote Literacy by Offering Lifelong Learning*

Volunteer Guidelines

Bentonville Public Library values our partnership with our volunteers. Our goal is to provide a positive environment for teamwork and engaged public service. In addition to the policies, procedures and agreements outlined in Bentonville Library's Volunteer Application, the following guidelines support BPL's volunteer programs. Additionally, library volunteers are expected to follow BPL's patron code of conduct and internet/computer policies.

Attendance

Once a volunteer has chosen a work schedule, it is expected that he/she will be available at the agreed-upon time. If you must miss a volunteer session, please notify the program coordinator as soon as possible.

Volunteers, if 3 absences occur without notification, the benefit of written reference letters may be revoked and/or you will be removed from the schedule. Hours served will be reported on a form letter.

Dependability

Please be prompt and consistent, and in your assigned area when expected. We rely on you to do the tasks prepared for you, and if you cannot be here, we need to make other arrangements.

Facilities

Volunteers are expected to enter and exit through the front door of the Library. Volunteers must use public restrooms. Breaks may be taken throughout any public area of the library. Volunteers will be issued name tags which should be worn at all times when representing Bentonville Public Library or BPL at the Community Center.

Dress Code

Casual clothing is fine, but we ask that your attire be neat and conservative. Teen volunteers should follow the public school dress code.

Telephone Calls

Please avoid personal telephone calls, visits or other interruptions while volunteering. No volunteer shall make a long distance personal call that would be billed to the Library.

Parking

Volunteers are expected to park in the back of the large lot adjacent to the Library to allow patrons visiting the Library easier access to the entrance of the building. For BPL @ the Community Center volunteers, please park anywhere in the front parking lot adjacent to the facility.

Confidential Information

We have an obligation to our patrons to maintain their confidentiality and respect their privacy. As volunteers work with staff members, you may be exposed to information of a confidential nature. Such information is not to be shared with anyone else including family, friends or acquaintances. No one is permitted to remove or make copies of any records, reports or documents from the Library.

Use of Equipment

Library-owned, or Community Center-owned equipment, including copy machines, fax machines, computers, puppets, supplies, and other materials are for Library and Community Center use only and may not be used for personal business. No equipment or material is to be removed from the Library or Community Center.

Recording Hours

It is important for volunteers to sign in and out each time they report for work at a designated volunteer station in the Library. This information is used for volunteer recognition, budget purposes and program promotion. Volunteer hours accumulated in training will be included in your service hours. **All hours must be verified and approved by library staff prior to submission to a third party.**

Customer Service

Many volunteers come into contact with Library patrons and may well be the first official contact a patron has with the Library. It is important, therefore, that volunteers maintain a professional, friendly demeanor at all times. All patron questions other than directional are to be referred to a staff member who is trained to provide informational services for patrons. Volunteers are not obligated to remain present for challenging conversations and may excuse themselves to seek staff assistance at any point.

Inclement Weather

The Mayor decides if City offices are open or closed during inclement weather and will follow City policies accordingly. If the Library or Community Center is closed, the City posts on the local media TV/internet channels (KNWA, 40/29, Channel 5) and will be listed as Government / "City of Bentonville Offices." As long as electricity and internet work, closures will also be posted on the library's website.

Emergency Procedures

Volunteers are to immediately report every job-related injury, regardless of severity, to their staff contact. Volunteer coordinators will maintain personal information to be used in case of emergency. In case of a fire alarm, all persons should proceed to the nearest exit. In case of a tornado alarm, all persons should proceed to the nearest tornado shelter. In case of a Code Adam, all volunteers are to search any/all designated areas as outlined in the procedures by each Volunteer Coordinator during initial training.