



Volunteer Services Manual





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Welcome

This guidebook was written for you, the volunteer, as part of your orientation to our program and provides basic information about volunteering with the West Slope Library of Washington County, Oregon. This information applies only to Volunteer Services in the West Slope Library. Other Washington County departments may have additional guidelines.

About West Slope Library

West Slope Library is a member of Washington County Cooperative Library Services (WCCLS) and is administered directly by Washington County. The library was founded in 1950 by the Century Club for Women and has been in its current location in the neighborhood since 1978.

This library exists because of volunteers.

Mission Statement

West Slope Library provides people of all ages and backgrounds with access and guidance to information and materials that reflect all points of view. The library serves residents of Washington County by being a resource and connecting people with materials and a space that meets their cultural, recreational, and lifelong learning needs.

Library Values

The West Slope Library serves the community by being a welcoming place that is inclusive, inviting, and informative with equal access for all.

- We embrace the diversity of the community.
- We are a place to learn, explore, and imagine.
- We promote reading for education and pleasure.
- We offer a diverse collection of materials and programs.
- We value seizing new opportunities and adapting to new challenges.



Roles in the Library

You may hear some of these roles, titles, program areas, and library jargon mentioned in the library.

Roles	Program Areas
Volunteers Library Clerks Library Assistants (LA) Senior Library Assistants (Sr. LA) Person In Charge (PIC) Acting in Capacity (AIC) Librarians Supervisors Library Supervisor	Access Services
	Circulation Borrowing and returns Materials movement Patron accounts Shelf maintenance Shelving
	Technical Services
	Cataloging Processing Acquisitions Repair and book mending
	Adult Services & Youth Services
Events and programming Readers services Outreach Collection maintenance Displays Research assistance Technology help Story time Summer reading	



Volunteer Coordinator

The Volunteer Coordinator's role is to recruit volunteers on behalf of the library and orient volunteers in the details outlined in this handbook. They will also connect volunteers to their tasks or special projects and the staff that manage those tasks/projects. Volunteers may work with various staff in the library, but the Volunteer Coordinator is your designated supervisor. They will offer you direction when needed, training, feedback, and more.

Your Volunteer Coordinator is:

Ash Ward

ashw@wccls.org

3678 SW 78th Ave, Portland OR 97225

<https://westslopelibrary.org>

503-846-3254

Library Supervisor

The Library Supervisor oversees all library operations, programs, and services. This includes supervising staff and volunteers and providing direction for the volunteer program. The Library Supervisor is a great resource if the Volunteer Coordinator is unavailable.

If the Library Supervisor is absent, they will designate a person to act on their behalf. When acting in the Library Supervisor's capacity, that staff member has the library supervisor's full authority.

The Library Supervisor is:

Kristen Thorp

kristent@wccls.org

3678 SW 78th Ave, Portland OR 97225

<https://westslopelibrary.org>

503-846-6416



Person In Charge

Each day there is a designated Person in Charge, or PIC, in the library. The PIC ensures that the library is ready for patrons that day, and is responsible for responding to safety concerns, behavior concerns, questions from staff, and more.

During an emergency, the PIC will guide emergency response. Please follow their instructions.

Acting in Capacity

When the Library Supervisor is away for an extended period, they will appoint someone to act on their behalf. The AIC has full authority and decision-making power during their appointed time.

The Volunteer Coordinator will also select a staff member to act in their capacity on days they are out of the library or not scheduled for work. This will usually be the PIC.

Library Staff

The staff of West Slope Library carry out a wide range of jobs and responsibilities. They all specialize in different areas of the library and are experts in what they do.

As a volunteer, your roles and tasks will be established and directed by the Volunteer Coordinator. The Volunteer Coordinator will match you with appropriate staff members for your assignment and will remain your direct supervisor.

It is important to note that staff members will provide feedback on your work, to support you in continually improving in your assignment at the library.

Volunteers (that's you!)

Volunteers like you donate their time and their skill to provide a service to the library and greater community. They help expand what the library can do. We offer several types of volunteer opportunities, including roles on an ongoing basis with regularly scheduled shifts and special project opportunities offered for a limited duration.



Volunteer Program Goals

Library volunteers provide valuable support to the West Slope Library. Your time is important to us and a vital asset to the library's success. We want volunteering with the West Slope Library to be a positive and meaningful experience for you.

The volunteer program strives to:

- Expand what the library can accomplish. Volunteering enhances the library services we can offer our community.
- Build community. Volunteering provides the opportunity to meet new people and engage with neighbors from our community.
- Provide volunteers with personal satisfaction, growth, and enrichment while helping others.
- Provide volunteers opportunities to learn and practice new technical, office, administrative, or customer service skills.
- Provide volunteers an opportunity to fulfill community service requirements from another school or organization.

Volunteer Management System: MyImpact

The library tracks all volunteer records via a software called MyImpact. On occasion you may hear it called Better Impact as well. This technology allows the Volunteer Coordinator to track volunteer applications, track onboarding/training progress, organize and store volunteer files, schedule volunteer's shifts, and much more.

Volunteers will use the MyImpact app, or log into [MyImpactPage.com](https://myimpactpage.com) to view their schedules, sign up for shifts, and more. This software's training is provided to volunteers at orientation, and resources will be available for reference. You may also visit <https://support.betterimpact.com/siteguide/> for step-by-step instructions for common ways to use MyImpact page.



Volunteer Recruitment Process

Eligibility

For most volunteer opportunities, applicants must be at least 14 years of age and must be able to commit to a minimum of a 6-month volunteer period, unless otherwise stated in the volunteer assignment description.

The library does not guarantee volunteer opportunities to an applicant if there are no vacancies that are an appropriate match for the availability, skills, and abilities of the applicant.

Applicants should be aware of the physically demanding nature of many volunteer tasks, which typically include repetitive hand motions, lifting items of various weights, and a significant amount of standing, walking, carrying, bending, stooping, and twisting motions.

At West Slope Library, we value each volunteer as a unique individual, and we welcome the variety of experiences volunteers bring to the library. We strive to maintain an environment free of discrimination against any person because of their real or perceived race, sex, sexual orientation, gender identity, gender expression, pregnancy, national origin, native language, religion, age, disability, marital status, citizenship status, or any other characteristic protected by law. Discrimination or harassment based on these protected characteristics violates the dignity of individuals, is counter to the library's mission and values, and will not be tolerated.

Applications and Screening

Prospective volunteers will apply online. They are welcome to use our library computers to apply. Incomplete applications will not be considered. Preference will be given to applicants who can commit to a six-month or longer period of volunteer service.

After the application review, the Volunteer Coordinator will interview applicants to learn more about their skills, availability, and goals. If a prospective volunteer matches our needs, the Volunteer Coordinator will reach out to the applicant with next steps.



Volunteer applicants who are required to complete court-mandated service hours must inform the Volunteer Coordinator of their offense, the number of required service hours, and the deadline by which they need to complete their service. The Library Supervisor or Volunteer Coordinator reserves the right to not provide court-mandated service opportunities to volunteers depending on the nature of the offense or insufficient time to complete the necessary service hours within a reasonable deadline.

Starting and Ending Volunteer Assignments

Onboarding and Training

New volunteers will receive orientation and training in the duties of their assignment. Training materials, including this manual, will be made available in the volunteer portal and can be printed if needed. These documents are resources for all volunteers and can be referenced at any time.

In addition to training documentation, staff will provide ongoing training and guidance to volunteers. Volunteers are encouraged to promptly ask any questions about tasks, policies, procedures, or other information to help them effectively do their volunteer assignment. It is not expected that volunteers memorize everything (libraries go through a lot of changes), but volunteers should feel comfortable asking questions and feel comfortable referencing training tools.

Evaluation

We recognize that volunteers want to do an excellent job and can benefit from feedback about their volunteer assignment. Although there is no formal evaluation process for volunteers, you can expect to receive feedback and support through periodic meetings and informal conversations as needed.

Ending a Volunteer Engagement

Volunteer service may end at any time at the discretion of the volunteer or the library. Volunteers will notify the Volunteer Coordinator if they wish to take a leave of absence or resign from the volunteer program. Your MyImpact page account will remain active should you wish to volunteer for other departments in Washington County or for other



organizations that use the MyImpact software. If you need a record of volunteer hours, you can access a report via MyImpact at any time or contact West Slope Library for the report.

If a volunteer's behavior or performance does not match the library's needs or expectations, the Volunteer Coordinator will have a conversation with the volunteer to help the volunteer improve and understand why there are issues. If behavior or performance issues persist, the Volunteer Coordinator will end a volunteer assignment.

Please note: Serious behavior or conduct issues that violate laws, library policies, or code of conduct can result in immediate dismissal. The library reserves the right to suspend volunteer service temporarily or permanently.

Volunteer Rights

- Volunteers will receive fair treatment and equal opportunities, regardless of their race, gender, age, religion, or other personal characteristics.
- Volunteers will be given appropriate assignments according to skills, availability, and abilities whenever possible.
- Volunteers will receive adequate training for any assignment accepted.
- Volunteers will be informed of relevant changes in policies or procedures.
- Volunteers will have access to needed supplies and a safe work environment.
- Volunteers will receive feedback and support on volunteer performance.
- Volunteer records will be kept documenting volunteer experience and hours donated.
- Volunteers will be treated with respect and dignity.

Volunteer Responsibilities

As a volunteer you are expected to:

- Keep staff/volunteer work area secure and appropriately use volunteer key card to access staff/volunteer spaces.
- Wear identification for the duration of each shift.
- Clock in and out each shift (If remote volunteering, log hours the same day an assignment was conducted).
- Follow emergency directives from staff.



- Maintain current contact information in MyImpact.
- Carry out specified job descriptions or inform your Volunteer Coordinator if the assignment does not meet your expectations or needs.
- Be open to feedback and willing to make improvements.
- Provide feedback and suggestions for improvements.
- Practice self-care and avoid overextending yourself.
- Address any interpersonal conflicts with staff, other volunteers, and patrons with the Volunteer Coordinator.
- Notify library staff in advance if unable to fulfill volunteer commitments.
- Notify the Volunteer Coordinator if you can no longer volunteer.
- Uphold West Slope Library, WCCLS, and Washington County policies and procedures.
- Maintain confidentiality and do not share sensitive or confidential information.
- Communicate respectfully with staff, other volunteers, and patrons.

Code of Conduct

By adhering to this code of conduct, we can ensure a positive and professional working environment.

Respect for Others

Treat everyone (patrons, other volunteers, and staff) with respect and kindness. Harassment or discrimination of any kind will not be tolerated. If you are the victim of harassment or discrimination, or if you witness harassment or discrimination happening, please report it immediately.

Integrity

Maintain a high level of individual integrity in all interactions and conduct yourself in a manner that reflects positively on the West Slope Library, Washington County Cooperative Library Services (WCCLS), and Washington County.

Volunteer and Patron Relationships

Maintain appropriate boundaries with patrons and avoid conflicts of interest and favoritism. All patrons are offered the same access to services, regardless of their personal connection with you (such as neighbors, friends, or family). Volunteers and



staff will not use their position to show favoritism towards specific patrons and will not use library resources to their advantage.

Cell Phone Usage

We recognize that volunteers have other commitments and may need to keep their personal phones nearby. However, volunteers should limit the amount of time they use their phone while volunteering for the library.

Conflict of Interest

If you volunteer for multiple organizations or groups, please do not conduct work for another volunteer effort while on assignment for us. Example: If you are also a Friends of the Library volunteer (thank you!), do not conduct work for them while on volunteer assignment with us, and vice versa.

Conflict Management/Support

Volunteers are not responsible for enforcing rules or managing conflicts with patrons. If you witness patron behavior that violates our code of conduct, please bring it to the attention of the Volunteer Coordinator or Library Supervisor. Additionally, if you find yourself in conflict with a staff member or another volunteer, please do not continue to engage. Instead, reach out to your Volunteer Coordinator for support in resolving the issue.

Dress Code and Personal Hygiene

- Staff and volunteers must wear business casual clothing (jeans are ok) and wear close toed shoes. Please refrain from wearing clothing that may impede your ability to move freely and comfortably.
- West Slope Library is a fragrance-free workplace.
- Maintain personal hygiene and grooming to ensure a clean and safe environment for all.

Dependability and Punctuality

Our expectation is that volunteers are dependable and punctual in fulfilling volunteer responsibilities and communicate at least 48 hours in advance if unable to make their



scheduled shift. We appreciate more notice, if possible, for planning purposes. In the case of illness or emergency, please let us know as soon as possible that you won't be able to make it by calling the staff line.

Failure to report for 3 or more consecutive volunteer shifts without notification, or frequent last-minute shift cancellations, may result in ending your volunteer assignment.

Volunteers are expected to arrive on time for their shifts in order to ensure that they have enough time to get settled and start their work. Late arrival can cause disruptions to the schedules of library staff and other volunteers.

Personal Property

Limit personal items that you bring with you to the library. Keep personal property with you or secure it in the designated volunteer area. The library is not responsible for the loss, theft, or damage of personal property while volunteering.

Respect the personal property of others.

Confidentiality

Libraries protect privacy and ensure confidentiality for the patrons we serve. West Slope Library is no different. Please be aware that we are all required to follow the library's policies and procedures, including those related to confidentiality and privacy. If you have any questions or concerns about how to handle confidential information, please speak with the Volunteer Coordinator.

Patron Privacy

It is important to maintain the confidentiality and privacy of our patrons. Volunteers may be exposed to information regarding the materials patrons are checking out, the topics they are interested in, and other personal information. It is crucial that this information is kept private and not shared with anyone (other volunteers, patrons, neighbors, friends, family), both inside and outside of the library. Such information may be shared/discussed with library staff only if there is a legitimate work reason for sharing.



Library usage data is protected by State law, and violation of this policy may result in disciplinary action or dismissal from volunteer service.

Staff and Volunteer Privacy

To ensure the protection of staff and volunteer privacy, it is crucial that all personal information, including schedules, remain confidential. Volunteers will not share such information with fellow volunteers, or with patrons, either inside or outside the library.

Violation of this policy may result in dismissal from volunteer service.

Staff may share volunteer information with other staff if there is a legitimate work reason to do so. Staff will not share volunteer information with other volunteers, or with patrons, either inside or outside the library.

Safety

Emergencies

Both Washington County and West Slope Library have emergency plans that encompass a variety of emergency situations. These include fire evacuation, earthquake response, medical emergency response, missing child response, and more.

Volunteers will not be responsible for leading an emergency response but will be expected to follow the direction of staff members during an emergency or drill. If an evacuation is necessary, volunteers must meet at the designated assembly location, if it is safe to do so, so that we can account for your safety.

In case of an emergency, do not hesitate to call 911 for immediate assistance. All staff and volunteers are empowered to call 911 if they see an emergency happening that requires police or medical response without waiting for approval or instructions from staff. After calling 911, when it is safe to do so, seek staff support and communicate what is happening.

Volunteers will receive safety training that includes information about emergency exits and fire extinguishers in the building. Additionally, an emergency procedures



guide will be available in the volunteer area for you to reference at any time. It is important that you familiarize yourself with these procedures and resources so that you can respond quickly and safely in the event of an emergency.

Chain of Command

During an emergency, the staff member who discovers the emergency will be in charge and will remain in charge until relieved by someone higher up in the chain of command or until local authorities arrive and take command of the situation.

The West Slope Community Library personnel chain of command, in order:

1. Library Supervisor
2. Access Services Supervisor
3. Library Assistant Supervisor
4. PIC staff on duty

If you discover an emergency taking place, call 911, then seek staff support if it is safe to do so. Staff will take over but be prepared to follow directions.

Unplanned Closures

On occasion, the library may open late or close unexpectedly due to inclement weather, power outages, or unexpected emergencies. When an unplanned closure occurs, volunteers will be asked to leave at the same time patrons are asked to leave. This will give staff an opportunity to follow proper closure procedures.

When an unplanned closure occurs, the Library Supervisor will promptly contact volunteers scheduled for later shifts to inform them of the situation. This communication will be via text message.

Volunteer/Staff Area

Please keep the staff area secure by closing the door between our patron space and volunteer/staff workspace. Check out a volunteer key card each shift so that you have access to the volunteer/staff area while volunteering.

Volunteers will not access the volunteer or staff area when they are not scheduled to volunteer. Doing so is considered a misuse of library resources and is against policy. If



you need access to schedules, talk to the Volunteer Coordinator or check in with the staff at the service desk who can assist you.

Accident Reporting

Volunteers must immediately report any accidents or personal injuries resulting from volunteer assignment to the Volunteer Coordinator or the Library Supervisor. The library must file a report for all accidents or personal injuries.

Incident reporting

Library staff are responsible for responding to and reporting incidents in the library ranging from patron code of conduct violations to safety concerns to facilities issues. If you experience or witness something concerning, please notify the Volunteer Coordinator or the Library Supervisor right away. It may be an incident that we must report.

If police or medical response is needed, do not wait. Please call 911 then seek staff for support.

Harassment and Aggressions

The library does not tolerate harassment, aggression, bullying, or discrimination under any circumstances. This includes harassment of staff, other volunteers, or patrons of the library. If you experience or witness harassment or aggression occurring, please notify the Volunteer Coordinator or Library Supervisor right away so that they can report the incident and take appropriate steps to address it.

Mandatory Reporting

Library staff are mandated by law to report suspected abuse and neglect. If you observe abuse, call 911 and then seek staff for support. If you suspect abuse or neglect based on behavioral signs or verbal statements, please notify the Volunteer Coordinator or the Library Supervisor right away so that we can act as quickly as possible. We report any instances of suspected abuse of children,



elders, and vulnerable adults. If you are ever unsure if what you observed is reportable, please ask the Volunteer Coordinator.

In an instance of mandatory reporting, library staff will work with you to file a report. Volunteers may not be included in the steps following a reportable event due to privacy concerns for patrons involved. Our goal is always to protect the privacy of our patrons.

Wellness

An important part of safety in the library is taking care of and addressing your own wellness while volunteering with us.

Illness

It is our highest priority that you are healthy and well. If you are ill, please stay home and rest. Do not come in for a volunteer shift if you are experiencing a fever, vomiting, or diarrhea as those symptoms are indicators of contagious illness. Volunteers may return to their shifts once they are 24-hours symptom free without the aid of symptom reducing medications.

Call the staff line or email West Slope email (westslope@wccls.org) to let library staff know if you are missing a volunteer shift due to illness. Library staff respects your privacy, you do not need to disclose what your illness is.

West Slope Library will follow current CDC guidelines for COVID-19 and volunteers will need to wear a mask if/when guidelines require it.

Lifting, Bending, Moving

As a volunteer you have the right to a safe working environment. It is also your responsibility to work safely within that environment. Please take care of your body while lifting, bending, kneeling, and moving, especially while handling anything heavy. Talk to the Volunteer Coordinator if you need tools, help, or reasonable accommodations to complete a task.



Burn Out, Stress, and Changing Circumstances

Volunteering is a rewarding experience, but we understand that personal priorities can change. If your personal circumstances have changed and you need to step back, please reach out to the Volunteer Coordinator. Volunteers in good standing are always welcome to come back later when life is more balanced for them.

Volunteer Operations

Communication

Vital and important information will be shared to volunteers via email. This will be the primary way that the Volunteer Coordinator will communicate with you and provide updates and information about your volunteer role.

Any time you have questions, concerns, feedback, or need support when you're not in the library, you may email, call, or message the Volunteer Coordinator via MyImpact. Please allow 48-72 hours for response. The Volunteer Coordinator will not respond outside of their working hours. The current Volunteer Coordinator, and their contact information is:

Ash Ward

ashw@wccls.org

3678 SW 78th Ave, Portland OR 97225

<https://westslopelibrary.org>

503-846-3254

If you need to communicate with the library urgently (example: calling out due to illness on the day of a volunteer shift) please use the following methods:

- Call the staff line (This number is located at the volunteer workstation.)
- Email us at WestSlope@wccls.org

These methods of contact will ensure your message is received even if the Volunteer Coordinator is away from the library.



Please note, the staff line is for volunteer purposes only. It is not public or intended for personal patron use.

Schedules

The best way for volunteers to access their schedule is via MyImpact. The MyImpact portal allows you to print out a calendar or sync your shifts to a digital calendar like iCal or Google calendar.

Some volunteer opportunities have regular schedules and others have varied schedules. In either case, we will do our best to work with your availability. As a volunteer you can sign up for shifts on your own, which is another great benefit of MyImpact.

Absences

Volunteers will keep the Volunteer Coordinator informed of availability changes as they arise. If you are going to be absent from a volunteer shift, please let the Volunteer Coordinator know as soon as possible.

Volunteers must notify library staff if they will be late or absent by calling the staff line or by emailing westslope@wccls.org. Do not call or email the Volunteer Coordinator directly for a day-of absence, as they may be unavailable at that time or day to notify others on the team.

Technology

To preserve the integrity and security of Washington County's protected servers and confidential information, volunteers will exclusively utilize the laptop provided at the volunteer workspace and will not use other staff workstations or technology. The laptop at the volunteer workspace will include a MyImpact time clock, training documentation and videos, and any software required for volunteer assignments.

Please note that volunteer technology is shared amongst all volunteers. Volunteers should not log into anything personal on library equipment. Personal devices must be used for personal tasks.



Space

Circulation

Most volunteer assignments will take place in the circulation area. This is where volunteers will bring morning holds, check in taskets, and sort and assess carts that are ready to shelve.

Volunteer Workspace

The volunteer workspace is completely devoted to volunteers. You can find the sign in kiosk, this manual, policies, training tools, and other volunteer information here. The top drawer under the counter will house your name tag and serves as a space for you to store a small number of personal belongings. This drawer is shared with other volunteers and is not locked.

Refrigerator Access

In the staff break room is a refrigerator that volunteers may use if needed. Volunteers' items must be labeled with their name and the date. Staff clean the fridge monthly and unlabeled items will be discarded.

Bathrooms

There are three bathrooms in our building. Two bathrooms are located between our boardgame collections and our adult fiction collections in a small hallway. The third bathroom is in the children's room.

Parking

Our library shares property with Raleigh Park Elementary School. If you choose to drive, staff and volunteers will park in spaces directly in front of the library or in the small lot to the left of the library. All other parking belongs to the school.



Back Entrance Doorbell

If your volunteer shift is scheduled for a time the library is closed, you will enter the library by coming to the back delivery entrance and ringing the doorbell. When staff answer the door, please indicate that you are here to volunteer, and they will let you in for your shift. It is important that you indicate you are here to volunteer every time, even if staff know you well. The delivery entrance is on the back of the side of the library and is accessible by walking around the right side of the building.

Identification

Volunteers must wear identification during each volunteer shift. This will help patrons, fellow volunteers, and staff members easily identify volunteers in the staff and public areas of the library.

At the beginning of each shift, volunteers will check out a key card from the service desk. This will allow you access to and from the staff/volunteer work area during your shift. The key does not work on any exterior doors in the building. You will need your name tag in order to clock in and out for your volunteer shift. It is stored in the volunteer work area.

Logging Hours

Volunteers will clock in and out of each volunteer shift using their name tag at the volunteer workstation. For remote volunteers, please log hours via MyImpact the same day your volunteer assignment was conducted. We are required by Oregon law to maintain accurate volunteer records, and this includes accurate timekeeping records. (Oregon Revised Statute (ORS) 357.895)

Repeated failures to accurately report volunteer hours may result in dismissal.



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Appendix E: WCCLS Patron privacy Statement ([Online](#))