



Friends of the Library

What is the Friends of the Library?

- ✓ Friends is a program of the Custer County Library Foundation (CCLF).
- ✓ Program funding provided by the CCLF.
- ✓ Programmatic approval by CCLF required to ensure alignment with goals and purpose of the Foundation, which is a 501 c 3, non-profit organization.

What is the purpose of Friends?

- ✓ The purpose of the Friends of the Library is to provide volunteer support for the Custer County Library system including.
 - Community outreach
 - Volunteer development
 - Community advocacy for the library system, literacy, and lifelong learning.

How will it work?

- ✓ The group will be supported in forming a leadership council and committee structure to organize volunteer activities.
- ✓ Volunteers will select activities matching their skills and interests.
- ✓ Library policies for volunteers will apply and the volunteer code of ethics, and screening as set by Library Board will be used.
- ✓ The Custer County Library Foundation has committed to providing some funding for forming the program over the next two years.
- ✓ The program is not intended to be supported by the library director or staff although they will be involved in providing information and advice.
- ✓ Staff will assist in training and supervising volunteers while on the job.

Why join the Friends?

This is a flexible volunteer opportunity to have fun, get to know people, and give back to the community. Choose only those activities you like and can commit time to participating in. Get to know people from both sides of the park.

Volunteer Job Description

Library volunteers provide essential support to daily operations, helping staff maintain an organized and welcoming environment. They assist with behind-the-scenes tasks, program preparation, and occasional tasks that involve interacting with the public. Volunteers are not Custer County employees and do not receive financial compensation for their service. All volunteers help uphold the library's mission and values.

Some Volunteers jobs include:

Volunteers may assist with a variety of tasks based on their interests, abilities, and the library's needs, including but not limited to:

- ✓ Shelving and shelf reading (requires training on alphabetizing and the Dewey Decimal system)
- ✓ Straightening shelves and displays.
- ✓ Preparing crafts and materials for programs
- ✓ Assisting at events and programs
- ✓ Mending books or adding protective covers
- ✓ Adding barcodes, call number labels, and spine tape.
- ✓ Filing receipts or processing internal paperwork
- ✓ Assisting with simple circulation tasks under staff supervision
- ✓ Light data entry or editing catalog records (training required)
- ✓ Helping with book sales, including setting up, restocking, and organizing the sale room
- ✓ Assisting with donation drives or local sponsorships.
- ✓ Watering plants or helping with general upkeep of public spaces
- ✓ Moving carts, lifting boxes, or helping with physical tasks (as appropriate and safe)

Volunteer Skills and Qualifications

- ✓ Reliable, respectful, and able to follow instructions.
- ✓ Comfortable working independently or alongside staff
- ✓ Physically able to perform assigned tasks (e.g., lift to 25 lbs., push carts)
- ✓ Detail-oriented (especially for shelving and processing tasks)
- ✓ Maintain a respectful and professional demeanor while working.

Requirements for Volunteers

- ✓ Complete a volunteer application form prior to beginning service.
- ✓ Submit to a mandatory background check, in accordance with Custer County policy.
- ✓ Attend an orientation and training appropriate to assigned tasks.
- ✓ Sign and follow the library's confidentiality agreement and volunteer code of conduct.
- ✓ Maintain confidentiality and follow all library policies.
- ✓ Maintain a neat appearance and remain free from drugs or alcohol while volunteering.
- ✓ Notify staff if unable to attend a scheduled time.
- ✓ Volunteers under 18 must have signed parent/guardian permission.
- ✓ Some tasks may require a background check.

Library Volunteer Code of Conduct

Thank you for choosing to volunteer at the Custer County Library. Volunteers play a vital role in supporting the library's mission and providing excellent service to the community. To ensure a safe, respectful, and productive environment, volunteers are expected to adhere to the following code of conduct.

Volunteer Eligibility

- ✓ All volunteers must complete a volunteer application and confidentiality agreement.
- ✓ Background checks are required for all Custer County volunteers, regardless of role or department.
- ✓ Volunteers under the age of 18 must have a parent or guardian complete and sign the volunteer application. Some tasks may be restricted based on age at the discretion of library staff.

General Expectations

- ✓ Treat all patrons, staff, and fellow volunteers with respect, courtesy, and professionalism.
- ✓ Follow all library policies, procedures, and staff directions.
- ✓ Refrain from using profane, harassing, or discriminatory language or behavior.
- ✓ Maintain a drug-free and alcohol-free environment while volunteering.
- ✓ Do not represent the library in public communications without prior authorization.

Confidentiality and Privacy

- ✓ Respect the privacy of library patrons. Do not share or discuss personal information you may see or hear while volunteering.
- ✓ All volunteers must sign and adhere to a confidentiality agreement to ensure patron privacy.

Attendance and Scheduling

- ✓ Be reliable and punctual. Notify staff in advance if you are unable to attend your scheduled time.
- ✓ Record your volunteer hours as directed. This is important because it may help the library in applying for, gaining special grant funds, and demonstrating community involvement with the library.

Dress Code

- ✓ Wear clean, neat, and appropriate clothing. Clothing with offensive language or graphics is not permitted.
- ✓ Closed-toe shoes may be required for safety in certain volunteer tasks.

Supervision and Assignments

- ✓ Volunteers must work under the direction of library staff and only perform assigned duties unless given staff approval.
- ✓ Some tasks may require specific instruction or training before beginning.

Safety and Security

- ✓ Follow all safety guidelines provided by staff.
- ✓ Report any unsafe conditions or incidents to a staff member immediately.
- ✓ Volunteers must not be under the influence of drugs or alcohol while on library property.
- ✓ Volunteers should not attempt to resolve patron conflicts—alert a staff member immediately for support.

Termination

- ✓ The library or county reserves the right to end a volunteer's service at any time for any reason, including violations of this code of conduct.

Why I volunteer.

I started volunteering while I was in college and continued throughout my career. Some of my volunteerism was job related and some was personal. After retirement I wonder what I would do without some challenge in my day-to-day life. At about that time, I discovered the Custer County Library Foundation and saw that it was looking for volunteer council members. I have always loved libraries and decided that I would see if they could use my time and my skills. I found some challenges, several friends and rewarding work. I also found a couple more volunteer opportunities in the community. While I am a South Dakota native and have been in Custer periodically since the 1990's, I only began living here fulltime in 2015 and at that time wanted to be more connected to my town. Bottom line, I just like having something different and interesting to do each month!.