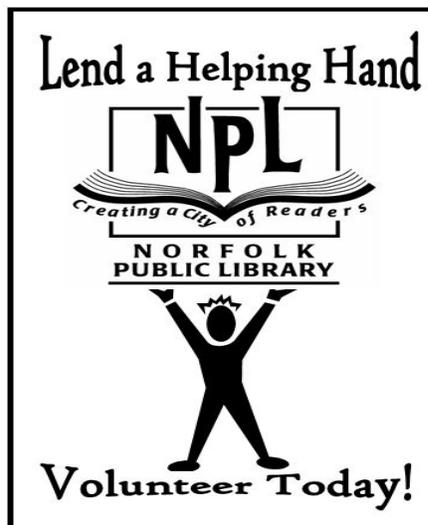


Norfolk Public Library Volunteer Handbook



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"We make a living by what we do, but we make a life by what we give". -Winston Churchill

Approved by Ad Team, 2/27/08

Norfolk Public Library
1155 Pineridge Rd.
Norfolk, VA 23502
Phone – 757-664-7328
<http://www.npl.lib.va.us>

Norfolk Public Library Volunteer Handbook

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**Any questions, please contact Amanda R. Lloyd, NPL Volunteer and Training
Coordinator, at 757-664-7328 ext. 320 or e-mail nplvolunteer@norfolk.gov
Fax: 757-441-5869**

1. Norfolk Public Library (NPL) Mission Statement

“The Norfolk Public Library provides equal opportunity access to information, high quality book and multimedia materials, programs, exhibits, and on-line resources to meet the needs of our diverse community for life-long learning, cultural enrichment, and intellectual stimulation.” (Strategic Directions, 2006)

2. History of NPL

"Norfolk's First Public Library" 1904
by Peggy Haile McPhillips, City of Norfolk Historian

Norfolk's first public library was established in 1870, when the Norfolk Library Association opened in a large rent-free room in the Norfolk Academy on Bank Street (now the Hampton Roads Chamber of Commerce). It is from this organization that the present Norfolk Public Library system descends. Though open to the public, a membership and usage fee was charged. The fee ranged from \$3 a year for use of the Reading Room and 1 book at a time - to \$500 for a lifetime and transferable membership, entitling one to 3 books at a time and all entertainments and lectures sponsored by the library. In 1904, with the help of a \$50,000 grant from Andrew Carnegie, Norfolk's first FREE public library opened on West Freemason Street, on a site donated by the children of William Selden. The new library had 2,712 members and a stock of 11,403 books. Norfolk's first branch library opened in 1916 on a site opposite Maury High School, aided by another Carnegie grant and a bequest from the late H.D. Van Wyck (the Van Wyck Branch). As the city grew, more library branches were added. One of them, the Blyden Branch (1921), was the first library established by a municipality in Virginia for the African American community. Today, Kirn Memorial Library, 11 branches and a bookmobile serve more than 157,260 registered borrowers. A collection of 650,000 items is enhanced by Internet access at all agencies, two computer labs funded by a 1998 Urban Leadership Grant from the Bill and Melinda Gates Foundation, and a technology training center at Kirn.

3. Introduction and Purpose of NPL Volunteer Program

WELCOME VOLUNTEER! This handbook has been prepared to provide a foundation which includes information on policies, procedures, goals, mission, program responsibilities and general guidelines as they relate to the volunteer experience. The handbook answers basic questions about volunteering with NPL, but it also serves as a motivational tool to inspire individuals within the community to get involved with volunteerism. NPL asks that you become familiar with the information presented in this handbook. Should a situation occur that is not specifically addressed in this handbook, please contact the Volunteer Coordinator. The goal of this handbook is to generate and facilitate well-planned and administered volunteer services to supplement and complement NPL staff members. It is to assist staff members in the management of volunteers as well as a reference tool for current and potential volunteers. It will also expand knowledge, understanding and mission of the Norfolk Public Library Volunteer Program. The handbook will be reviewed periodically by the NPL Volunteer Coordinator and NPL Administration to ensure that all information is accurate and current.

The Volunteer Program provides a basis for the community of Norfolk to actively support the Library's mission. This program seeks to:

- *Provide opportunities for volunteers to actively participate in and make a meaningful contribution to the operations of the Library.*
- *Provide volunteers with a positive, pleasant experience.*
- *Build public awareness of the services provided by Norfolk Public Library.*
- *Develop closer ties to the community served.*
- *Increase effectiveness of paid staff.*

4. Why become a Volunteer with NPL??

Welcome to an extremely rewarding experience in becoming a City of Norfolk Volunteer with the Norfolk Public Library! Volunteers work side-by-side with city employees to strengthen customer service and programs, and in effect enhance and emphasize NPL's relationship with the local community. Our volunteers make a difference in the quality of life for residents and visitors!

The Norfolk Public Library is a diverse, interactive and resourceful tool serving the community of Norfolk. NPL consists of eleven branches throughout the City of Norfolk, and two outreach vehicles (the Treasure Truck and the Bookmobile). There are many opportunities to suit different interests within NPL, and each branch is in need of volunteers!

How YOU will benefit from being a NPL Volunteer?

- Training with hands-on opportunities
- Experience in working with the public and diverse public service professionals
- Opportunity to get to know new people, and help those who need you
- An opportunity to share your skills
- A way to keep busy and be involved
- To explore a new career and do something different
- Potential credit for educational community service requirements and/or court ordered community service requirements.
- Related volunteer work may be counted as experience on resumes and job applications
- Potential reference letter for a job application
- Volunteer mileage deduction on your Federal Tax Return
- Volunteer recognition and appreciation
- FUN AND EXCITEMENT

YOU ARE OUR MOST VALUABLE ASSET!

5. How to become a NPL Volunteer?

Volunteers are recruited, screened, selected, trained and evaluated just as paid staff is. Their skills and abilities must match specific branch and department needs. Therefore, we do not accept everyone who applies. We have the responsibility to ensure that our volunteer force fully supports and supplements NPL staff performance.

- An application **MUST** be filled out. There are two types of applications: **Individual Volunteer Application** and the **Group Volunteer Application**. Make sure you have the correct application.
- Applications can be obtained in any NPL branch location, on the NPL volunteer website, or submitted online via the Internet. Hard copy applications can be dropped off at Norfolk Public Library branch locations, and then forwarded to the Volunteer Coordinator OR the potential volunteer can be directed to the Volunteer Coordinator. **ALL** applications must go to the Volunteer Coordinator for initial review.
- Volunteers must be **at least 13** years of age to volunteer and those under 18 years of age **MUST** have parent or legal guardian signature on the Volunteer Agreement Form. Service hours for those under 18 shall follow the Child Labor laws enforced by the federal government; refer to the Department of Labor at www.dol.gov. Volunteers are **NOT** permitted to volunteer at a branch location before it opens to the public.
- All volunteers are limited to work **3 hours per day (maximum of 21 hours a week)**, these hours may be extended with approval from the Volunteer Coordinator and Volunteer Supervisor.
- We do ask for a **minimum 3 hour time commitment per week**, unless you are a volunteer for a special library program or approved by the Volunteer Coordinator and Volunteer Supervisor.

5a. Process for Individuals

Fill out the NPL Individual Volunteer Application and sign the Individual Volunteer Agreement Form.

- Once the Volunteer Coordinator receives the application, the application review process will begin. Please allow 2-3 business days for this review process. Applicants will be contacted to discuss volunteering with NPL and to review the information submitted on the application.
- Each person will be required to meet with the Volunteer Coordinator in person before being placed as a volunteer. In order to ensure the safety of NPL staff members, patrons and volunteers, it may be necessary at times to do background checks for certain positions.
- Each volunteer is required to sign the Individual Volunteer Agreement Form, in which clearly states the release for NPL to do a background check if deemed necessary.
- The Volunteer Coordinator will then contact, provide information, and coordinate placement with the Branch Managers/Volunteer Supervisors to best accommodate NPL as well as the applicant. The Volunteer Coordinator and Branch Manager/ Volunteer Supervisor will determine placement, duties and schedule for the volunteer. If placed within NPL the Volunteer Coordinator will contact the volunteer regarding: duties, schedule set-up, orientation/training and any other pertinent information.
- The Volunteer Coordinator will keep original applications on file, a branch or department can request a copy is needed. If an applicant cannot be placed as a volunteer within NPL, the Volunteer Coordinator will notify the individual and keep the application on file for six months in case other opportunities arise.
- Each volunteer will be oriented into NPL before volunteering within the branches/departments. The orientation will give each volunteer insight into NPL and the services of a library system. It will include knowledge of the mission, policies and procedures, and other organizational

procedures, in addition to knowledge of the library structure. Orientations will be conducted face-to-face by the Volunteer Coordinator and/or online through the NPL website.

- Direct training in specific volunteer tasks will come from the designated Volunteer Supervisor. Volunteers will be required to arrive 15 minutes early on their first day of volunteering in order to receive direct training on specific tasks and duties.
- There is Volunteer Checklist available to Volunteer Supervisors to assist as a training guide. Tasks will need to be checked off when completed with the volunteer. Once all tasks are checked off the Volunteer Checklist will need to be placed into the Volunteer Checklist folder located within the branch Timesheet and Applications Binder.

5b. Process for Groups

Fill out the Group Volunteer Application, groups of 10 or more individuals can opt to fill out this application. The group application will apply to every member within the group, and the group must have a designated sponsor/leader. This person will be the primary for the group should any questions or issues arise.

- Once the Volunteer Coordinator receives the application, the application review process will begin. Please allow 2-3 business days for this review process. The designated group sponsor/leader will be contacted to discuss the group volunteering with NPL and to review the information submitted on the application.
- The group sponsor/leader will be required to meet with the Volunteer Coordinator in person before the group begins. In order to ensure the safety of NPL staff members, patrons and volunteers, it may be necessary at times to do background checks for certain positions.
- Each volunteer within the group is required to sign the Group Volunteer Agreement Form, in which clearly states the release for NPL to do a background check if deemed necessary.
- The Volunteer Coordinator will then contact, provide information, and coordinate placement for the group with the Branch Managers/Volunteer Supervisors to best accommodate NPL as well as the group. The Volunteer Coordinator and Branch Manager/ Volunteer Supervisor will determine placement, duties and schedule for the group. If placed within NPL the Volunteer Coordinator will contact the group sponsor/leader regarding: duties, schedule set-up, orientation/training and any other pertinent information.
- The Volunteer Coordinator will keep original applications on file, a branch or department can request a copy is needed. If an applicant cannot be placed as a volunteer within NPL, the Volunteer Coordinator will notify the individual and keep the application on file for six months in case other opportunities arise.
- Group members will be oriented into NPL before volunteering within the branches/departments. The orientation will give each volunteer insight into NPL and the services of a library system. It will include knowledge of the mission, policies, and organizational procedures, in addition to knowledge of the library structure. Orientations will be offered face-to-face and online.
- Direct training in specific group volunteer tasks will come from the designated Volunteer Supervisor. Group volunteers will be required to arrive 15 minutes early on their first day of volunteering in order to receive direct training on specific tasks and duties.
- There is a Volunteer Checklist available to Volunteer Supervisors to assist as a training guide. Tasks will need to be checked off when completed with the volunteer. Once all tasks are checked off the Volunteer Checklist will need to be placed into the Volunteer Checklist folder located within the branch Timesheet and Applications Binder.

6. Binder System (Time Sheet Tracking and Communication)

There are three binders within each branch in a designated area. Please ask the Branch Manager where these are located. These are tools to help assist NPL volunteers and NPL staff members.

6a. Binder #1: Timesheet and Application Binder

The Timesheet and Applications binder will contain time sheets that each volunteer is **REQUIRED** to use for signing in and out of each volunteer shift. The Volunteer Coordinator will periodically collect and file the timesheets, checklists and completed applications (if applicable) in order to keep records for reporting purposes. Accurate and up to-date records are important. It is essential for volunteers to sign in and out each time they report for a volunteer shift. This information is used for volunteer recognition, budget purposes and program promotion. **Volunteer hours accumulated in orientation and training will be included in your service hours.** Volunteers working in the library branches should sign in and out in the volunteer timesheet binder. Volunteer Checklists will also be stored in this binder. The Volunteer Checklist is a form that contains important information the volunteer will need to know. Volunteer Supervisors should go over this information with their volunteers. Hard copy Volunteer Applications will also be available in this binder as well.

6b. Binder #2: Volunteer Handbook

The last binder will hold a hard copy of the Volunteer Handbook as a reference resource for volunteers, the general public and NPL staff members.

7. Ending of Volunteer Service

Volunteers may end their library service at any time. The Volunteer Coordinator will ask the volunteer to complete an optional exit survey of his/her library placement. This will assist NPL in evaluating the Volunteer Program.

8. Dress Code

Take your lead from the staff at NPL and dress appropriately for the job you are doing. It is best to neither overdress nor underdress. Casual clothing is fine, but we ask that your attire be neat and conservative and that volunteers be clean when on duty. The following are NOT acceptable attire:

- Tank or halter tops, bare midriffs, sagging clothes below the waist line (pants, shirts, etc.) tight fitting clothes, short skirts and shorts (no more than 6 inches above the knee). NO clothing that exposes midriff, navel, or cleavage.
- Clothing or other apparel that displays obscene, profane, derogator, violent or gang-related messages, themes, designs or pictures.
- Clothing or other apparel that promotes illegal activities such as drugs, and messages displaying alcohol or tobacco products.
- Clothing or other apparel that promotes salacious or sexually suggestive messages. NO underwear worn as outerwear or transparent clothing.
- Inappropriate footwear (including but not limited to: flip-flops, bedroom slippers, and unfastened shoes)
- Head coverings or accessories that are not related to or required by a volunteer's bona fide religious practices (including but not limited to: hats, stocking caps, do-rags, wave caps, or bandanas).

9. Conduct

Attitude is a little thing that makes a big difference. Volunteers must show exemplary customer service skills to the general public and NPL staff members. Please treat others the way you would want to be treated!! Be prompt and consistent, and in your assigned area when expected. NPL relies on you to do the work prepared for you, and if you are not there we need to make other arrangements.

- Once a volunteer has chosen a work schedule, it is expected that s/he will be available at the agreed-upon time. If you must miss a work session, please notify the Volunteer Coordinator AND/OR the designated NPL Supervisor as soon as possible. Volunteers should avoid personal visits from family and friends during their shifts.
- Please avoid personal telephone calls, visits or other interruptions while on duty. This applies to the branch phones and personal cellular devices. Should anyone need to call you in case of an emergency, they should call the Volunteer Coordinator and/or the Volunteer Supervisor.
- No volunteer shall make a long distance personal call that would be billed to the office.
- Volunteers should refrain from personal use on the computers while on duty.
- Please **DO NOT** bring **any** personal electronic devices (cell phones, ipods, mp3 players, etc.) into the branches due to security reasons. NPL is NOT liable for lost or stolen personal property.
- Volunteers are NOT permitted into code access staff areas, unless accompanied by a NPL staff member. This also includes accessing staff computers without permission.
- Volunteers are NOT permitted to perform circulation and reference tasks. These tasks require specific and special training in which paid staff members conduct. If you are interested in shadowing or training in these areas please speak with supervisor or Branch Manager.
- Volunteers are not permitted to bring their children along with them while volunteering on duty.

10. Termination Policy

Volunteering is a privilege not a right, and can be terminated for behavioral and performance misconduct. A NPL volunteer can be dismissed from volunteer service by the Volunteer Coordinator or the Volunteer Supervisor either by verbal or written means. Failure to adhere to the Volunteer Handbook is cause for immediate release. Grounds for immediate dismissal may include, but not limited to:

- Misconduct (not following conduct guidelines), insubordination, or not following aspects of the NPL Volunteer Handbook
- Reporting for a volunteer assignment under the influence of alcohol or drugs
- Theft of property or misuse of equipment or materials
- Misuse of a NPL Volunteer Badge
- Falsifying statements on the application or during the interview process
- Illegal, violent, inappropriate or unsafe acts
- Abuse or mistreatment of NPL staff, patrons or other volunteers
- Releasing confidential patron/staff information
- Consistent tardiness and/or absences from scheduled volunteer shifts
- Unwillingness to support or further the mission of the organization

11. Confidentiality Statement *(Please see Volunteer Confidentiality Form)*

A volunteer may come in contact with confidential materials, such as patron records. If during service, a volunteer works with such information a Volunteer Confidentiality Form will need to be signed acknowledging the information. Such information is strictly confidential and should be protected. If the volunteer is not certain information is confidential, he/she should **assume that it is confidential** or ask the immediate NPL supervisor for clarity. Please be advised that if any volunteer changes or alters library records it will result in immediate termination from the library volunteer program. Also, tampering with records is a crime that can and may be punishable by law.

12. Emergency Procedures

Volunteers are to immediately report every job-related injury, regardless of severity, to their NPL Volunteer Supervisor. The Volunteer Coordinator will maintain volunteer applications that contain personal information to be used in case of emergency. In case of a fire alarm, all persons should proceed to the nearest exit. Do not use elevators in emergency situations. In the event of inclement weather or an emergency, the City of Norfolk will advise of closings via: The City of Norfolk web site at www.norfolk.gov , Information Line: 757-664-6820, or by notices on local television stations.

13. Liability

Volunteers are **not** covered under the City of Norfolk Worker's Compensation Plan. Therefore, it is recommended volunteers have their own medical insurance coverage. If a serious incident occurred a legal claim could be presented and an investigation into negligence would take place. For more information refer to the City of Norfolk City, Code Section 2-155, Appendix C and/or contact the Human Resources Department at 757-664-4056.

14. Identification

Volunteers will be given a Volunteer Badge each time they are working in the building. It should be worn whenever you are on duty, and returned before leaving, so it will be here the next time you volunteer. They should be worn when representing the Norfolk Public Library. The Volunteer Supervisor will need to write the **expiration date** and **initial** the Volunteer Badge before issuing to volunteer. Volunteer Badges are located in each branch.

15. Staff Responsibilities

Volunteer Coordinator

- To provide volunteers with an Orientation to NPL. (which includes a review of the Volunteer Handbook)
- Maintain and keep file of all records (applications, time sheets, evaluations, etc.) and prepare statistical reports.
- To coordinate recognition events for volunteers.
- Works with the Public Relations Specialist for NPL volunteer recruitment advertising.
- Regularly visit branch locations to review the volunteer program, collect timesheets and other relevant information.
- Research and review outside agencies that can provide potential volunteers.
- Act as a resource for branches in handling volunteer concerns and problems.
- Work with other City of Norfolk agencies on recruitment.
- To coordinate all recruitment, interviewing and selection of volunteers. Selection of branch placement will be determined in coordination with the Branch Manager and/or Volunteer Supervisor.
- To maintain and make changes, if needed, to the Volunteer Handbook as well as implement the Policies and Procedures throughout all NPL locations.

Branch Managers

- To have a designated area for volunteer information. (Timesheet and Application binder, Volunteer Handbook, and a Memo Book of resourceful information)
- To select and insure there is a designated Volunteer Supervisor to train and oversee volunteers.
- To determine the number of hours needed and the types of tasks/volunteer positions that are needed in order to effectively supplement branch services and workload. This will provide volunteer positions and descriptions available at each branch.
- Address any concerns or new ideas relating to the volunteer program with the Volunteer Coordinator.

Volunteer Supervisors

- To review and complete the Volunteer Checklist list with the volunteer.
- To remind volunteers about tracking their time in the appropriate binder.
- To be the immediate supervisor to volunteers.
- To train on tasks, evaluate, and commend volunteers.
- Address any concerns or new ideas relating to the volunteer program with the Volunteer Coordinator.

Public Relations Specialist

- To help promote the usage and need for volunteers.
- To coordinate with the Volunteer Coordinator on information for recruitment and recognition; including periodic ads, news releases, newsletter recognition, etc.

MOST IMPORTANTLY, TO COMMUNICATE EFFICIENTLY AND EFFECTIVELY WITH ONE ANOTHER TO MAKE THIS PROGRAM SUCCESSFUL!

16. Court Ordered Community Service and Required Community Service

NPL will accept various court ordered community service. Court-ordered community service (or similar programs) can be a regular, dependable source of volunteer assistance. Community service volunteers represent a pool of diverse talent and can become goodwill ambassadors while paying their debt to society. However, certain court ordered offenses will NOT be permitted. All court ordered offenses will be discussed and reviewed on a case-by case basis by the Volunteer Coordinator and NPL Branch Manager/Volunteer Supervisor. It is up to the discretion of NPL to accept or deny any person of volunteer service. We do require a background check on individuals over the age of 18 years. This form is located on our NPL Volunteer website as well.

The Norfolk Public Library will accept persons with misdemeanors in the following categories:

- Driving under the influence of alcohol
- Under-age drinking of alcohol
- Traffic violations such as driving with no insurance, speeding, parking tickets, not paying traffic fines
- Trespassing in lawful locations
- Curfew violations
- Any other misdemeanors or crimes deemed acceptable by the Norfolk Public Library

The Norfolk Public Library will not accept individuals who have been charged with the following:

- Theft of any kind, including larceny, embezzlement, shoplifting, etc.
- Violence of any kind, including assault, child abuse, fighting, etc.
- Illegal drug charges of any kind
- Sexual charges of any nature, including indecent exposure, etc.
- Harassment
- Vandalism of any kind, including destruction of property, arson, etc.
- Fraud
- Any other felonies or crimes deemed unacceptable by the Norfolk Public Library

Citizens seeking community service hours for other required means are encouraged to apply to volunteer with NPL. Court ordered or any other required community service must be stated on the application. If it is not stated before volunteer service begins you can be dismissed from the program and/or not receive credit for volunteer hours already performed. The Volunteer Coordinator will compose any document that is needed to verify required community service was completed. NPL Volunteer Supervisors may need to sign

required community service forms and confirm with the Volunteer Coordinator that required hours have been completed.

17. Branch Parking

Parking for all NPL volunteers is provided at each branch location free of charge. All branches have designated parking lots near them for patrons and volunteers to park in except for the below:

Norfolk Main Library: Parking is located in the Main Street garage; bring your parking voucher to the circulation desk to be validated. You may get **up to 3 hours** (anything after 3 hours must be paid by the volunteer) of parking for free by having the voucher validated.

Lafayette Branch Library: Parking located on street near branch.

18. Volunteer Perks, Recognition and Resources

NPL Volunteer Rewards for Hours

- 25 hours -- 1 FREE FNPL Book Sale Item Voucher
- 50 hours -- NPL Water Bottle
- 100 hours -- NPL CD Holder
- 200 hours -- Movie Tickets—Cinema Café (2)
- 300 hours -- NPL Lunch Box/Cooler
- 400 hours -- NPL Nylon Drawstring Sport Pack
- 500 hours -- NPL Logo Shirt

NPL Annual Rewards

- Holiday Gift
- Summer Luncheon
- NPL Volunteer of the Month Opportunity—Recognition in our publications and website. Certificate and \$10.00 gift card to Barnes and Noble. Bio and picture are needed for those who are selected.

In the spring the City of Norfolk holds an annual luncheon for all volunteers who dedicate time to volunteer within Norfolk. It is held during National Volunteer Recognition Week in April. NPL volunteers will be contacted about specific details of the annual recognition by the Volunteer Coordinator. NPL will also conduct special volunteer recognition-gatherings for NPL volunteers during the year.

As a NPL volunteer you may qualify for a federal income tax deduction for certain charitable contributions such as non-reimbursed travel and other expenses. For information and guidelines, contact the nearest IRS office or www.irs.gov.

Library Fine-Free Accounts for Volunteers

Norfolk Public Library active volunteers are granted fine-free borrowing privileges. Fine-free accounts only apply to overdue fines on library items not returned on time. There is a 60 day “grace period” for volunteer fine-free accounts. Therefore, 60 days after the last recorded volunteer hour your library account will be changed from a fine-free account to a regular account. This means the account will be charged fines for overdue items after the grace period has ended. Library fines accumulated before volunteer services started with NPL will not be removed. NPL volunteer fine-free accounts are only valid from volunteer start date

until the end of the grace period. Volunteers are responsible for paying for lost or damaged materials. Abuse of this privilege may result in its revocation. To ensure that materials are available to the public, volunteers should limit the number of materials they have borrowed and return items promptly.

Retired and Senior Volunteer Program (RSVP) –Please see Appendices/Forms section

This program is for persons 55+ years of age to participate more fully in the life of their communities by donating their talents and skill through volunteer service. The program volunteers are eligible for supplemental accident and liability insurance at no extra cost when enrolling in RSVP. Limited transportation reimbursement is also available in this program. The Enrollment Record and Insurance Form are required. Funding for this program comes from federal money and contributions. Senior Services of Southeastern Virginia is the local sponsor of RSVP. For more information contact 757-461-9481, or www.ssseva.org. There is a local library right in your neighborhood that is in need of your HELP!

NPL has informational websites located from the NPL home page *just for volunteers*. Please refer to these sites for important information on how to become actively involved as an NPL volunteer.

<http://www.npl.lib.va.us/volunteers/volunteers.html>

19. Appendices/Forms

- Volunteer Application (Individuals)
- Volunteer Application (Groups)
- Volunteer Application Process
- Volunteer Background Check Form (18 years and older ONLY)
- Volunteer Checklist
- Volunteer Confidentiality Statement
- Volunteer Guidelines
- Volunteer Timesheets
- Volunteer Exit Evaluation
- Volunteer Exit Survey
- Volunteer Positions and Descriptions
- RSVP Forms
- Staff Request for Volunteers Form
- NPL Branch Information and Hours
- NPL Holiday Closings

**Any questions, please contact
Amanda R. Lloyd, NPL Volunteer and Training Coordinator,
at 757-664-7328 ext. 320 or e-mail nplvolunteer@norfolk.gov
Fax: 757-441-5869**