



Lend a Hand Volunteer Program

Cranberry Public Library

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THE MISSION OF THE CRANBERRY PUBLIC LIBRARY...

To strengthen our community by serving as a hub for information, inspiration, and enrichment.

We believe that:

Our Library inspires the imagination.

Our Library is respectful of diverse opinions and treats all individuals with dignity and respect. All people have the right to privacy, confidentiality, and intellectual freedom.

A library should enhance the quality of life of a community.

A library should provide equal access to information and services.

A library promotes literacy and life-long learning.

Community members should have a place where they feel comfortable to learn, share, discover, and create.

Endorsed by the Cranberry Public Library Board, July 2021

HISTORY OF THE CRANBERRY PUBLIC LIBRARY

In 1973, Cranberry Public Library occupied 120 square feet in the Municipal Building with a collection of two hundred books. The Township population was approximately 7,485 persons. In March 1991, the Library moved into its present facility and occupied 11,000 square feet in the Cranberry Township Municipal Center. The children's wing and an expanded computer lab area were added in 2002. In 2014 additional meeting room space and the Mazzone Reading Garden were added. In 2019/20 the library was once again renovated to include The Forge Makerspace.

The Library receives funding from the Commonwealth of Pennsylvania, Butler County and Cranberry Township and Seven Fields Borough. The Library is governed by a seven member Board of Trustees who are appointed by the Cranberry Township Board of Supervisors. The trustees each serve a three year term.

THANK YOU FROM THE CRANBERRY PUBLIC LIBRARY BOARD OF TRUSTEES

Thank you for your interest in becoming a CPL volunteer. You can make an important difference in the quality of Library service in our community by sharing your time and talent.

Library volunteers work side by side with staff in many of the Library's activities. In the orientation process, you will learn more about the variety of opportunities open to you. With your help, our professional staff will be able to increase services and programs for our patrons.

This will be an exciting learning experience – welcome to Cranberry Public Library!

You will be able to . . .

- Acquire new skills
- Expand your social horizons
- Serve your community and help people every day
- Keep up with the latest books and other library materials
- Help, and be appreciated for it
- Be a part of a vital public resource
- Brag that you volunteer for the busiest public library in Butler County

What is expected of you?

- Respect the public and be responsive to the diverse needs of our growing community
- Maintain a friendly, professional demeanor at all times
- Be willing to learn
- Meet the schedule and volunteer hours that are mutually agreed upon

We welcome your gift of time, whatever it may be; and thank you for sharing your talents!

From the Library Director

Dear Library Volunteer,

It is a great pleasure for me to take this opportunity to welcome you to Cranberry Public Library. Your willingness to share your time, energy and special skills with us is greatly appreciated. Your help as a volunteer allows the Library to provide a high level of service to our community and serve as an integral hub of information, inspiration and enrichment.

Public libraries are truly for the people. They are a unique community resource available to everyone regardless of age, race, gender identity, or socio-economic status. The concern for and knowledge of the Library that you carry into the community on our behalf are extremely valued and appreciated. Thank you for recognizing the crucial role that the Library serves in our community!

Sincerely,

A handwritten signature in cursive script that reads "Leslie Pallotta".

Leslie Pallotta
Library Director

BECOMING A CPL VOLUNTEER

Individuals aged 14 and older are welcome to apply to become volunteers at CPL.

Anyone who is required to complete community service hours for school, Scouts, or any other reason, including court appointed hours, are asked to speak with one of the Librarians on staff before completing this form.

To become a volunteer you will need to complete the following steps:

- Complete and submit a Volunteer Application Form
- Submit the PA state mandated criminal record checks and child abuse clearances to the Adult Services Librarian
- Sign the PA state mandated Disclosure Statement or submit FBI Fingerprint clearances (our Adult Services Librarian can help you with this)
- Complete an in-person interview
- Tour the Library and Township Municipal Center
- Meet the Library staff
- Request, be selected for, and then be placed into a particular job or jobs
- Receive additional job orientation and training relative to those specific assigned volunteer jobs

VOLUNTEER OPPORTUNITIES

A sampling of Library volunteer opportunities is listed below. Not all opportunities are available at all times.

- Adopt-a-Shelf
- Shelf Elf
- Display Artist
- Checker Inner
- Storytime Helper
- Program Helper
- Inventory Assistant
- Computer Class Helper
- Library Ambassador
- The Forge (Makerspace) assistant
- "Wrap" Artist

VOLUNTEER GUIDELINES

ATTENDANCE

We value your contributions and depend on you to be present at the scheduled time. Volunteers who know they will be absent or late should notify the Volunteer Coordinator as soon as possible.

REPORTING FOR DUTY AND RECORDING VOLUNTEER HOURS

You must sign-in at the beginning and sign-out upon completion of your shift, noting the total number of hours that you worked. Keeping an accurate tally of volunteer work hours is very important. Please do not bring valuable items to work.

APPEARANCE

Volunteers are ambassadors for the Library and should present a positive image to the public. Please check with the Volunteer Coordinator if you are uncertain about appropriate dress.

NAME TAGS

Always wear your name badge while working in the Library. It is important for Library patrons to be able to identify individuals who are able to help them with directions and information.

CUSTOMER SERVICE

As a volunteer, you may well be the first official contact a patron has with the Library. Please maintain a professional, friendly demeanor at all times. As our community grows and becomes increasingly diverse, you may encounter a patron who speaks another language. If you are unable to provide assistance, please accompany the patron to a professional staff member.

CONFIDENTIALITY/PRIVACY

All transactions between Library users and staff or volunteers are strictly confidential. Volunteers are required to uphold this policy. This includes any information about materials a patron has looked at, asked for, requested or checked out, as well as reference questions asked by Library users.

Non-Disclosure

- The protection of confidential business information is vital to the interests and the success of CPL. Such confidential information includes, but is not limited to, the following examples:
 - Information relating to patrons (Library borrowers). Do not disclose to others what items a person has checked out currently or in the past. Do not disclose names, addresses, or other information about patrons except under specific court order or under other provision of law.
 - Communications regarding the Library and its services to the public shall be issued through the Director's office or shall bear his/her approval.

- Volunteers who improperly use or disclose confidential business information will be subject to disciplinary action, up to and including termination of their volunteer opportunity, even if they do not actually benefit from the disclosed information.

HEALTH AND SAFETY

Because safety is everyone's job, volunteers are asked to be alert at all times to safety hazards. Unsafe acts or conditions should be reported to a professional staff member. Please notify the Library Director of any assignment which causes physical discomfort or which could lead to personal injury. All injuries, whether minor or serious, must be reported directly to the Volunteer Coordinator or a professional staff member immediately.

FIRE DRILLS

Fire evacuation drills are a vital part of the comprehensive Cranberry Township fire safety program. Drills are conducted at least once a year. All Library volunteers must evacuate the building during fire drills. Failure to evacuate may result in dismissal from the Volunteer Program.

DRUG FREE WORKPLACE

Use of alcohol or illegal drugs in the Library and on municipal grounds is prohibited, as is the abuse of any drug or alcohol, or reporting for duty under the influence of drugs or alcohol.

RECOGNITION

Recognition is an important component of a volunteer program and is one of the ways the Library can say "Thank You" to a volunteer. Volunteers are honored at the annual volunteer appreciation party and other times throughout the year. Documentation of hours is essential in order to recognize milestone hours donated.

EMPLOYMENT

Volunteers who are interested in paid employment with the Library should submit an application for posted positions and will compete with all other applicants responding to notices for available positions.

PERFORMANCE REVIEW

The Volunteer Coordinator will meet with you to review your volunteer experiences. Depending on the extent and complexity of your job, the evaluations may be formal or informal, written or oral. It is important that you communicate clearly and frequently with your supervisor. Discuss any success, difficulties, suggestions, or questions you have.

DISCIPLINARY PROCEDURES

Volunteers, in their capacity as unpaid staff, are expected to meet the same standards of professionalism required of Library staff. Because an unsatisfactory volunteer is an unfair burden upon fellow volunteers and Library employees, those who fail to meet the requirements of the job descriptions or violate Library policies will be asked to leave the Volunteer Program.

EXCERPTS FROM THE

CRANBERRY PUBLIC LIBRARY POLICY MANUAL

A complete copy of the Policy Manual is available at the Circulation Desk. All Library policies apply equally to employees and volunteers.

103 Equal Employment Opportunity

Effective Date: 9/1/91; Revision Date: 4/21/09

It is the policy of the Cranberry Public Library that there will be no discrimination in the selection and recruitment of new employees by reason of sex, marital status, non job-related physical abilities, politics, religion, national origin, or any other consideration that is unrelated to merit or to the qualifications deemed necessary for the successful performance of the duties of the position in question.

Cranberry Public Library will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

Any employees with questions or concerns about any type of discrimination in the workplace are encouraged to bring these issues to the attention of the Library Director. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.

504 Use of Telephones

Effective Date: 4/21/09; Revision Date:

To ensure effective telephone communications, employees should always speak in a courteous and professional manner. Please confirm information received from the caller, and hang up only after the caller has done so.

Personal use of the telephone is to be kept to an absolute minimum. Personal phone calls should not be taken at the circulation desk, as this phone is strictly for library use. If circumstance necessitates a personal phone conversation, it is requested that the call take place in the staff area of the library, out of the public area. Employees may be required to reimburse Cranberry Public Library for any charges resulting from their personal use of the telephone.

505 Smoking

Effective Date: 4/21/09; Revision Date:

In keeping with Cranberry Public Library's intent to provide a safe and healthful work environment, smoking is prohibited throughout the workplace.

This policy applies equally to all employees, customers, and visitors.

508 Use of Equipment

Effective Date: 4/21/09; Revision Date:

Equipment essential in accomplishing job duties is often expensive and may be difficult to replace. When using property, employees are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards, and guidelines.

Please notify the Library Director if any equipment, machines, or tools appear to be damaged, defective, or in need of repair. Prompt reporting of damages, defects, and the need for repairs could prevent deterioration of equipment and possible injury to employees or others. The Library Director can answer any questions about an employee's responsibility for maintenance and care of equipment used on the job.

The improper, careless, negligent, destructive, or unsafe use or operation of equipment can result in disciplinary action, up to and including termination of employment.

516 Computers, Internet and E-mail Usage

Effective Date: Revision Date: 4/21/09

Cranberry Public Library follows the Butler County Federated Library System's Internet Acceptable Use Policy (adopted by BCFLS Board July 16, 2008). It is expected that all Cranberry Public Library employees will adhere to the rules and regulations within this policy.

Of specific note are the following sections of the above mentioned policy:

II. Adult Use of the Internet

- Adults shall not access material that is obscene or pornographic.
- Adults shall not engage in "hacking" or attempts to otherwise compromise system security.
- Adults shall not engage in illegal activities on the internet.

Computers, computer files, the e-mail system the internet, and software furnished to employees by Cranberry Public Library are intended for business use.

Employees should notify their immediate Library Director, the Library Director upon learning of violations of this policy. Employees who violate this policy will be subject to disciplinary action, up to and including termination of employment.

522 Workplace Safety

Effective Date: 4/21/09 ; Revision Date:

Cranberry Public Library is committed to preventing workplace violence and to maintaining a safe work environment. The Library has adopted the following guidelines to deal with intimidation, harassment, or other threats of (or actual) violence that may occur during business hours or on its premises.

All employees, including supervisors and temporary employees, should be treated with courtesy and respect at all times. Employees are expected to refrain from fighting, "horseplay," or other conduct that may be dangerous to others. Firearms, weapons, and other dangerous or hazardous devices or substances are prohibited from the premises of Cranberry Public Library without proper authorization.

Conduct that threatens, intimidates, or coerces another employee, a customer, or a member of the public at any time, including off-duty periods, will not be tolerated. This prohibition includes all acts of harassment, including unlawful harassment that is based on an individual's sex, race, age, or any characteristic protected by federal, state, or local law.

All threats of (or actual) violence, both direct and indirect, should be reported as soon as possible to the Library Director or the Cranberry Township Police. This includes threats by employees, as well as threats by customers, vendors, solicitors, or other members of the public. When reporting a threat of violence, you should be as specific and detailed as possible.

All suspicious individuals or activities should also be reported as soon as possible to a Library Director. Do not place yourself in peril. If you see or hear a commotion or disturbance near your work station, do not try to intercede or see what is happening.

Cranberry Public Library will promptly and thoroughly investigate all reports of threats of (or actual) violence and of suspicious individuals or activities. The identity of the individual making a report will be protected as much as is practical.

Anyone determined to be responsible for threats of (or actual) violence or other conduct that is in violation of these guidelines will be subject to prompt disciplinary action up to and including termination of employment.

The Cranberry Public Library encourages employees to bring their disputes or differences with other employees to the attention of the Library Director before the situation escalates into potential violence. Cranberry Public Library is eager to assist in the resolution of employee disputes, and will not discipline employees for raising such concerns.

701 Employee Conduct and Work Rules

Effective Date: 4/21/09; Revision Date:

To ensure orderly operations and provide the best possible work environment, Cranberry Public Library expects employees to follow rules of conduct that will protect the interests and safety of all employees and the organization.

It is not possible to list all the forms of behavior that are considered unacceptable in the workplace. The following are examples of infractions of rules of conduct that may result in disciplinary action, up to and including termination of employment:

- Theft or inappropriate removal or possession of property
- Working under the influence of alcohol or illegal drugs

- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace, while on duty, or while operating employer-owned vehicles or equipment
- Fighting or threatening violence in the workplace
- Boisterous or disruptive activity in the workplace
- Insubordination or other disrespectful conduct
- Violation of safety or health rules
- Sexual or other unlawful or unwelcome harassment
- Possession of dangerous or unauthorized materials, such as explosives or firearms, in the workplace
- Excessive absenteeism or any absence without notice
- Unsatisfactory performance or conduct

Employment with Cranberry Public Library is at the mutual consent of Cranberry Public Library and the employee, and either party may terminate that relationship at any time, with or without cause, and with or without advance notice.

If you experience or witness sexual or other unlawful harassment in the workplace, report it immediately to the Library Director. If the Library Director is unavailable or you believe it would be inappropriate to contact that person, you should immediately contact the Library Board President. You can raise concerns and make reports without fear of reprisal or retaliation.

All allegations of unlawful harassment will be promptly and discreetly investigated. To the extent possible, your confidentiality and that of any witnesses and the alleged harasser will be protected against unnecessary disclosure. When the investigation is completed, you will be informed of the outcome of the investigation.

Any employee who becomes aware of possible sexual or other unlawful harassment must immediately advise the Library Director or the Library Board President so it can be investigated in a timely and confidential manner. Anyone engaging in sexual or other unlawful harassment will be subject to disciplinary action, up to and including termination of employment.

712 Solicitation

Effective Date: 4/21/09 ; Revision Date:

In an effort to ensure a productive and harmonious work environment, persons not employed by Cranberry Public Library may not solicit or distribute literature in the workplace without permission of the Library Director.

Cranberry Public Library recognizes that employees may have interests in events and organizations outside the workplace. However, employees may not solicit or distribute literature concerning these activities during working time. (Working time does not include lunch periods, work breaks, or any other periods in which employees are not on duty.)

In addition, the posting of written solicitations on company bulletin boards is prohibited. Bulletin boards are reserved for official organization communications on such items as:

- Employee announcements
- Internal memoranda
- Organization announcements

703 Unlawful Harassment

Effective Date: 4/21/09; Revision Date:

Cranberry Public Library is committed to providing a work environment that is free from all forms of discrimination and conduct that can be considered harassing, coercive, or disruptive, including sexual harassment. Actions, words, jokes, or comments based on an individual's sex, race, color, national origin, age, religion, disability, sexual orientation, or any other legally protected characteristic will not be tolerated.

Sexual harassment is defined as unwanted sexual advances, or visual, verbal, or physical conduct of a sexual nature. This definition includes many forms of offensive behavior and includes gender-based harassment of a person of the same sex as the harasser. The following is a partial list of sexual harassment examples:

- Unwanted sexual advances.
- Offering employment benefits in exchange for sexual favors.
- Making or threatening reprisals after a negative response to sexual advances.
- Visual conduct that includes leering, making sexual gestures, or displaying of sexually suggestive objects or pictures, cartoons or posters.
- Verbal conduct that includes making or using derogatory comments, epithets, slurs, or jokes.
- Verbal sexual advances or propositions.
- Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual, or suggestive or obscene letters, notes, or invitations.
- Physical conduct that includes touching, assaulting, or impeding or blocking movements.
- Unwelcome sexual advances (either verbal or physical), requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when:

(1) submission to such conduct is made either explicitly or implicitly a term or condition of employment;

(2) submission or rejection of the conduct is used as a basis for making employment decisions;

or,

(3) the conduct has the purpose or effect of interfering with work performance or creating an intimidating, hostile, or offensive work environment.

710 Mandated Policy to Report Child Abuse and Employee/Volunteer Clearance Requirements

Effective Date: 4/20/15; Revision Date:

I. Introduction

This policy of Cranberry Public Library establishes the requirements and procedures for reporting suspected child abuse in compliance with the Pennsylvania Child Protective Services Law, and requires that all necessary employees and volunteers obtain and maintain required background clearances.

II. Duty to Report

An employee or volunteer of the library, age 18 years or older, who has direct contact with children in the course of employment or service must report suspected child abuse, if the employee or volunteer has reasonable cause to suspect that a child is a victim of child abuse.ⁱ Employees and volunteers are also obligated to report if:

- Someone An individual discloses that an identifiable child is the victim of abuse; or,
- Someone An individual aged 14 or older discloses that they committed child abuse

A mandatory reporter is not required to identify the person responsible for the child abuse to make a report of abuse.

Any person required to report suspected child abuse who, in good faith, reports or causes the report to be made shall have immunity from civil and criminal liability related to those actions.

A person or official required to report a case of suspected child abuse who willfully fails to do so commits a misdemeanor of the third degree for the first violation and a misdemeanor of the second degree for a second of subsequent violation.

Employees and volunteers who are not required to report child abuse because they do not have direct contact with children or because they are under age 18 are encouraged, although not required by law, to make a report of suspected child abuse.

full definition of the term “child abuse” is set forth in endnote i at the conclusion of this policy.

III. Reporting Procedures

Library employees and volunteers who suspect child abuse shall make an immediate and direct report of suspected child abuse to **ChildLine by calling 1-800-932-0313**.

Within 48 hours of reporting to ChildLine, the employee or volunteer suspecting abuse shall make a written report on the forms provided by the Department of Public Welfare (**Report of Suspected Child Abuse [CY-47]**) to Butler County Children and Youth Services. The CY-47 form is available at <https://reportsuspectedabuse.com/>. The telephone number for Butler County Children and Youth Services is (724) 284-5156.

The Library Director must be notified of all reports of suspected abuse. In the event that the Library Director is the individual being reported, the Library Board President should be notified of the report.

Contact information for ChildLine, Butler County Children and Youth Services, and Reports of Suspected Child Abuse forms will be available in the Library Director’s office and in the Youth Services office.

The Library Director is responsible for ensuring that all employees and volunteers are up-to-date on reporting requirements.

IV. Investigation

Butler County Children and Youth Services investigating a report of suspected child abuse.

Employees and volunteers required to report cases of suspected child abuse may take or cause to be taken photographs of the child who is the subject of a report. Photographs shall be sent to Butler County Children and Youth Services at the time the written report is sent, or as soon as possible thereafter. Butler County Children and Youth Services shall have access to actual photographs or duplicates upon request.

V. Employee & Volunteer Clearances

All employees and adult volunteers, who are required by law or library directive, must obtain the following clearances prior to employment or volunteer work:

1. Report of Criminal History from the Pennsylvania State Police; and
2. Child Abuse History Clearance from the Department of Human Services; and
3. A Fingerprint based federal criminal history (FBI) submitted through the Pennsylvania State Police. Volunteers are exempt from this requirement if they have lived in PA for at least 10 years and sign a disclaimer stating a clear criminal history in other states.

All employees must maintain their clearances. Clearances are to be renewed every 36 months. The Library Director is responsible for ensuring that all mandated employee clearances are maintained and current.

If an employee or volunteer is arrested for or convicted of an offense that would constitute grounds for denying participation in a program, activity or service, or is named as a perpetrator in a “founded or indicated” report in a child abuse investigation, the employee or volunteer must provide the Library Director with written notice not later than 72 hours after the arrest, conviction or notification that the person has been listed as a perpetrator in the statewide database. The offenses which are grounds for mandatory exclusion from work or volunteering are set forth in endnote ii at the conclusion of this policy.¹ An employee or volunteer who willfully fails to report this information commits a third degree misdemeanor and shall be subject to discipline up to and including termination or denial of employment or a volunteer position.

The Library may also consider whether other convictions should disqualify an employee or volunteer from continued service. Further, the Library reserves the right to suspend any employee or volunteer from providing service while any criminal charges are pending.

Clearances for volunteers obtained through another organization can be transferred as long as they are within the 36 month renewal period.

ⁱ The term “child abuse” means intentionally, knowingly or recklessly doing any of the following:

- (1) Causing bodily injury to a child through any recent act or failure to act.
- (2) Fabricating, feigning or intentionally exaggerating or inducing a medical symptom or disease which results in a potentially harmful medical evaluation or treatment to the child through any recent act.
- (3) Causing or substantially contributing to a serious mental injury to a child through any act or failure to act or a series of such acts or failures to act.
- (4) Causing sexual abuse or exploitation of a child through any act or failure to act.
- (5) Creating a reasonable likelihood of bodily injury to a child through any recent act or failure to act.
- (6) Creating a likelihood of sexual abuse or exploitation of a child through any recent act or failure to act.
- (7) Causing serious physical neglect of a child.
- (8) Engaging in any of the following recent acts:
 - (i) Kicking, biting, throwing, burning, stabbing or cutting a child in a manner that endangers the child.
 - (ii) Unreasonably restraining or confining a child, based on consideration of the method, location or the duration of the restraint or confinement.
 - (iii) Forcefully shaking a child under one year of age.
 - (iv) Forcefully slapping or otherwise striking a child under one year of age.
 - (v) Interfering with the breathing of a child

(vi) Causing a child to be present at a location while in violation of 18 Pa.C.S. § 7508.2 (relating to operation of methamphetamine laboratory) is occurring, provided that the operation is being investigated by law enforcement.

(vii) Leaving a child unsupervised with an individual, other than the child's parent, who the actor knows or reasonably should know:

(A) Is required to register as a Tier II or Tier III sexual offender, where the victim of the sexual offense was under 18 years of age when the crime was committed.

(B) Has been determined to be a sexually violent predator under 42 Pa.C.S. § 9799.24 or any of its predecessors

(C) Has been determined to be a sexually violent delinquent child as defined in 42 Pa.C.S. § 9799.12.

(9) Causing the death of the child through any act or failure to act.

No child shall be deemed to be physically or mentally abused based on injuries that result solely from environmental factors, such as inadequate housing, furnishings, income, clothing and medical care, that are beyond the control of the parent or person responsible for the child's welfare with whom the child resides.

ii Convictions for one or more of the following offenses under the Pennsylvania Crimes Code (Title 18) or an equivalent crime under Federal law or the law of another state are as follows:

Chapter 25 (criminal homicide);

Section 2701 (relating to aggravated assault);

Section 2709.1 (related to stalking); Section 2901 (relating to kidnapping);

Section 2902 (relating to unlawful restraint);

Section 3121 (relating to rape); Section 3122.1 (relating to statutory sexual assault);

Section 3123 (relating to involuntary deviate sexual intercourse);

Section 3124.1 (relating to sexual assault);

Section 3125 (relating to aggravated indecent assault);

Section 3126 (relating to indecent assault);

Section 3127 (relating to indecent exposure);

Section 4302 (relating to incest);

Section 4303 (relating to concealing death of child);

Section 4304 (relating to endangering welfare of children);

Section 4305 (relating to dealing in infant children);

A felony offense under Section 5902(b) (relating to prostitution and related offenses);

Section 5903(c) or (d) (relating to obscene and other sexual materials and performances);

Section 6301 (relating to corruption of minors);

Section 63112 (relating to sexual abuse of children); and,

The attempt, solicitation or conspiracy to commit any of the above-named offenses.