

## Library Locations

### **Carnegie Library**

301 E. Jackson Street  
Muncie, IN 47305  
765-747-8208

### **Centennial Library**

1824 E. Centennial Avenue  
Muncie, IN 47303  
765-747-8216

### **Kennedy Library**

1700 W. McGalliard Road  
Muncie, IN 47304  
765-741-9727

### **Maring-Hunt Library**

2005 S. High Street  
Muncie, IN 47302  
765-747-8200

## Holiday Schedule

MPL is closed on the observed days for the following holidays, please check with your volunteer coordinator for the exact dates.

- New Year's Day
- Martin Luther King, Jr. Day
- Presidents' Day
- Easter Sunday
- Memorial Day
- Juneteenth
- July 4th
- Labor Day
- Columbus Day/Indigenous Peoples' Day
- Veterans Day
- Thanksgiving & Friday after Thanksgiving
- Christmas Eve
- Christmas Day
- All MPL branches are closed on Sundays.

[www.munpl.org](http://www.munpl.org)



## VOLUNTEER HANDBOOK



### **Why Volunteer at MPL?**

**Library volunteers can assist through the MPL Facilities Department and through the Great Achievers Afterschool Program.**

### **How Will You Benefit by Volunteering at MPL?**

- Have fun and meet new people.
- Be involved in the community.
- Discover new interests and build your skills.
- Build self-confidence and self-esteem.
- Earn credit for educational requirements.
- Enhance your resume.

## **MPL Core Values**

- Treat all people with respect and courtesy
- Be proactive and responsive to community needs
- Be prudent and responsible stewards of resources
- Operate effectively and efficiently
- Support innovation and flexibility in planning and operation
- Provide a comfortable, nurturing, and stimulating environment for learning

## **Volunteer Guidelines**

### **Who Can Volunteer?**

Volunteers must be at least 14 years of age. Those under 18 years of age must include a parent or legal guardian signature on the Volunteer Registration form. All volunteers aged 18 or older must pass a criminal background check. A volunteer coordinator will determine placement, duties, and schedules for volunteers. Each volunteer will review the Volunteer Handbook with the volunteer coordinator before beginning volunteer service.

### **Attendance and Dependability**

Once the volunteer schedule has been assigned, it is expected that the volunteer will be available at the agreed-upon time. If you must be absent or late, please notify your volunteer coordinator as soon as possible. Please be prompt and consistent. MPL will rely on you for the assigned task or assistance.

### **Dress Code**

Casual clothing is fine, but should be neat and conservative. Offensive slogans, inappropriate advertisements, and profanity on clothing is not allowed. Teen volunteers should follow their school dress code. A volunteer nametag should be worn while volunteering.

## **Confidential Information**

Libraries have an obligation to protect the privacy of their customers. As a volunteer assisting staff members, you may view confidential information regarding customer use of library materials or resources. This information is strictly confidential and cannot be shared with anyone else, including family, friends, or acquaintances. Volunteers are not permitted to remove or make copies of any records, reports or documents that may contain protected information.

## **Emergency Procedures**

Volunteers should immediately report any volunteer-related injury or accident regardless of how small it may seem. The volunteer coordinator you report to will maintain emergency contact information. In case of a fire alarm, volunteers should proceed to the nearest exit. In case of a tornado alarm, volunteers should seek shelter in the designated area at each library branch.

## **Weather-Related Closings & Power Outages**

Muncie Public Library may occasionally close due to bad weather, utility outages, or a declared state of emergency in Muncie or Delaware County. These will be posted on MPL's website, social media, and will be reported to local radio stations.

## **Customer Service**

As a volunteer, you will come into contact with library customers. It is important that you maintain a professional and friendly attitude at all times. Volunteers may provide directional information to customers. For example: Where is the Circulation Desk? All informational questions, should be referred to MPL employees. For example: How do I renew my library card?

## **Ending Your Volunteer Service**

Please inform your volunteer coordinator as soon as you need to end your volunteer service. Occasionally, volunteers who do not adhere to the rules and procedures of MPL or who do not satisfactorily perform their volunteer assignments may be dismissed from the volunteer program. Possible grounds for immediate dismissal may include: failure to adhere to program guidelines, misconduct or insubordination; theft of property or misuse of MPL materials; abuse or mistreatment of customers, staff, or other volunteers; and not satisfactorily performing assigned duties.