

Welcome!

Douglas County Libraries is thankful for the talents and time that our volunteers provide. You are filling an important role in elevating our community by inspiring a love of reading, discovery and connection. We look forward to having you join us.

District and Branch Information

Douglas County Libraries consists of seven branches. Our phone number is (303) 791-7323. Reach Ali Ayres, Volunteer Services Department Head, at aayres@dclibraries.org or (303) 688-7738.

Daily Arrival

Be sure to arrive on time. Upon arrival, please sign in at the Branch Volunteer Coordinator's office. It is important that we are aware that you are in the library. If provided, write your name on the sign-in sheet. Adhering to assigned schedules helps us to plan for tasks to be completed and to allow as many people as possible to volunteer.

Personal Belongings

The library may have an unsecured volunteer locker or file cabinet in which you can place a small bag. However, we strongly suggest leaving valuable items at home or locked in the trunk of your vehicle. Please take this into consideration when preparing for your day.

Communication

If you volunteer with us regularly, you will have a folder, or "mailbox," located in the volunteer file cabinet, where we will sometimes leave information for you. Be sure to check your "mailbox" at the beginning of each shift. Please also check volunteer bulletin boards for other important information. In addition, we will communicate with you regularly via email.

Name Tags

We will provide you with a personalized name tag. Whenever you are volunteering for the library, please wear your name tag. Staff will get to know you faster, and both customers and staff will be able to identify you as a volunteer. We recommend leaving your name tag at the library so it will be available for your next volunteer shift.

Timesheets

At the end of your shift, please record your hours on the volunteer timesheet. Calculate your time to the nearest quarter (0.25) hour. If you volunteer 2 hours and 10 minutes, record 2.25 hours. If you volunteer 2 hours and 5 minutes, record 2 hours.

Dress Code

Please dress neatly and appropriately. Remember, you are volunteering in a public place so do not wear revealing clothing or shirts with potentially offensive messages. Make sure shirts cover your waist when you bend, and avoid short shorts. Jeans are fine as long as they do not have holes. In addition, keep in mind that you will often be doing physical work so dress comfortably. **Closed-toed shoes are recommended. Our libraries are fragrance-free environments.** Please refrain from wearing scented products.

Absences

Illnesses and personal circumstances arise. In the event you need to miss a shift, please contact us as soon as possible or leave us a message prior to the start of your shift. Three instances of no calls or no shows may result in your volunteer opportunity being given to another volunteer.



Castle Pines
360 Village Square Lane
Castle Pines, CO
80108

Castle Rock
Philip S Miller
100S Wilcox St
Castle Rock, CO
80104

Highlands Ranch
9292 Ridgleline Blvd
Highlands Ranch, CO
80129

Lone Tree
10055 Library Way
Lone Tree, CO
80124

Louviers
7885 Louviers Blvd
Louviers, CO
80131

Parker
20105 East Mainstreet
Parker, CO
80138

Roxborough
8357 N. Rampart Range Rd
Suite 200
Littleton, CO
80125

Snow Days

Your safety is our top priority. DCL will post closures and late openings at [DCL.org](https://dcl.org) and a recorded message at **(303) 791-7323**. If the library is open and you are concerned about driving in poor weather, please use your best judgment, and notify us if you cannot make it for your shift.

Code of Conduct

A few reminders:

- Keep your voice low in both the public and staff areas of the library.
- Put your cell phone on silent, and keep cell phone use to a minimum. A brief emergency call is acceptable.
- Refrain from using headphones while working in the public areas of the library.
- Be courteous to staff and customers. If you are asked a question by a customer, the best course of action in most cases is to refer the customer to a staff member.

Emergency Evacuation

In the event of an emergency or fire alarm, please leave through the nearest exit and follow staff instructions. Once outside, report to the Branch Volunteer Coordinator. We will be informed when the building is safe for re-entry.

Documentation of Hours

The DCL volunteer timesheet you fill out is the only way that hours are documented for school or other community service requirements. Therefore, hours not on the time sheet will not count. When you do need documentation, it is helpful if you provide a form for us to complete. If you do not have a form, please provide as many written details as possible about the information that you need documented. Please allow three business days for us to complete your documentation.

Discontinuing Your Volunteer Role

While we are grateful for your volunteerism, we understand that sometimes volunteers need to leave their commitment to the library. If you need to discontinue your volunteer activities temporarily or permanently, a two-week notice is requested to find a replacement for your shift. When you discontinue your service to the library, please return your name tag to the Branch Volunteer Coordinator.

We look forward to a rewarding volunteer experience for you, our staff and our customers. If you have any questions or concerns, please feel free to speak with a Volunteer Services staff member. Remember that we have a wide variety of volunteer opportunities. If your opportunity doesn't feel like the right one for you, please let us know.

Thank you for supporting Douglas County Libraries and your community by volunteering!