

Canby Public Library
220 NE 2nd Avenue
Canby, Oregon 97013
503-266-3394

Monday 10:00 am—7:00 pm
Tuesday 10:00 am—7:00 pm
Wednesday 10:00 am—7:00 pm
Thursday 10:00 am—7:00 pm
Friday 10:00 am—5:00 pm
Saturday 10:00 am—5:00 pm
Closed Sundays and holidays



Library website: canbyoregon.gov/library

Facebook: [@canbyorpubliclibrary](https://www.facebook.com/canbyorpubliclibrary)

Instagram: [@canbypubliclibrary](https://www.instagram.com/canbypubliclibrary)

Canby Public Library

Volunteer Handbook

2025/2026



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Holiday Closures

January 1 (New Year's Day)

3rd Monday in January (Martin Luther King Day)

3rd Monday in February (Presidents Day)

Last Monday in May (Memorial Day)

July 4 (Independence Day)

1st Monday in September (Labor Day)

2nd Monday in October (Indigenous Peoples Day)

Closed to the public, staff training offsite

November 11 (Veterans Day)

4th Thursday in November (Thanksgiving Day)

Friday after Thanksgiving

December 24 (Christmas Eve)

December 25 (Christmas Day)

Early closure on December 31 (usually at 5 pm)

Unscheduled Closures

The library may close unexpectedly due to inclement weather or extended loss of power. If conditions look bad and you're unsure about whether or not to come in for your volunteer shift, you can call the library's main line (503-266-3394) and ask staff if there's any chance of a closure. You can also call the City's Employee Information Line (503-266-0700) to check the recording. Under normal conditions, the message is "There are no special work hours associated with weather conditions in affect at this time."

Canby Public Library values volunteer safety and well-being very highly. If you're concerned about the weather, please stay home and stay safe (even if the library's open).

Should I enforce the Patron Behavior Rules?

No, only staff should address patron behavior issues. If you observe a violation, such as someone stealing materials, vandalizing library property, fighting, eating or drinking in the library, etc., please notify staff immediately.

What if I can't make my scheduled shift?

If you know in advance that you'll have a schedule conflict, please let the volunteer coordinator or a library supervisor know via email or a phone call (email is preferred).

If you have a same-day schedule conflict or are out sick, call the library's main number: 503-266-3394 and tell any member of staff. They'll pass the information along.

Can friends and family visit me while I'm volunteering?

Friends and family are welcome to visit you in the public areas of the library while you're working. However, we ask that they refrain from helping you with your work, unless they have also been through CPL volunteer training for that task. Furthermore, friends and family should not visit in the staff room.

If I live outside of Clackamas County, can I get a free out-of-area library card for volunteering?

Unfortunately, no. An out-of-area library card (also called a Non-MIX card) has a monetary value over \$50, which is the cutoff for gifts received by public employees (including volunteers) by Oregon ethics law. Please ask any staff member at the Public Services Desk about affordable card options for non-Clackamas-County residents.

Mission Statement of the Canby Public Library

Mission

The Canby Public Library strives to provide a safe, welcoming, and dynamic environment where all come to learn, explore, invent, create, and connect with free and equitable services. By providing information, resources, assistance, programming, and access to technology, we are investing in a stronger Canby community.

Vision

The Canby Public Library is a values-driven organization and community hub dedicated to cultivating personal and collective growth through quality services and compassionate interactions.



Libraries in Clackamas County (LINCC)

Canby Public Library is a member of the Libraries in Clackamas County (LINCC) consortium. Each member library is independently run by its local city government (with a couple of branches managed by the County), and supplemental funding is provided by the county-wide library district. Although materials are selected, purchased, cataloged, and owned by each individual library, they are shared freely between libraries via a daily courier delivery. LINCC libraries are working towards standardization between locations, to provide a more consistent level of service for patrons throughout the county.

As each library is independently operated, volunteers are only authorized to help out at one specific library. To volunteer at more than one library, it is necessary to apply at each location separately.



LINCC
Libraries in
Clackamas County

Frequently Asked Questions

Who should I contact with questions?

The library Volunteer Coordinator is Jennifer Harris.

Phone: 503-266-0661

Email: Harrisj@canbyoregon.gov

Where should I park?

The City parking lot is located on the far side of Canby Cinema. It's free, and has no time limit. Please do not park in the Cutsforth parking lot across from the library.

Is there a dress code?

We do not have an official dress code, but recommend comfortable clothing and closed-toed shoes for safety reasons. Some tasks may involve kneeling on the floor or moving dusty supplies. Clothes should be clean, in good condition, and not overly revealing. In addition, strong personal odors (whether natural or applied) are not appropriate for the library.

Can I help patrons find what they're looking for?

If it's a basic directional question, such as "Where are the restrooms?" or "Where's storytime?", then please do. For anything more complicated, including simple requests for help with the catalog, please refer patrons to the Public Services Desk, where they can get the best information possible.

*Please err on the side of safety when asked a question related to library policy and refer it to a staff member.

Teen volunteer assignments

The following assignments are intended for teenage volunteers.

Arts, Crafts, & Coloring Aficionado

Help with preparing and organizing arts and crafts for programs.

Collection Maintenance Assistant

Maintain the library collections by shelf reading, pulling damaged items, or displaying books.

Maker Lab Mentor or Assistant Manager

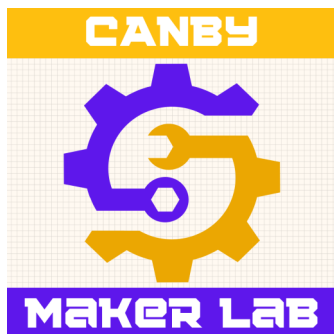
Mentor kids during Maker Lab, learn and tinker with the library's Makerspace equipment, create samples for Maker lab events, and research new Maker lab ideas.

Minecraft Moderator or Game Master

Co-manage library Minecraft events as a moderator, content creator, or co-op player.

Summer Reading Program Assistant

From late May to the end of August, prepare activities and craft samples, and assist with summer events.

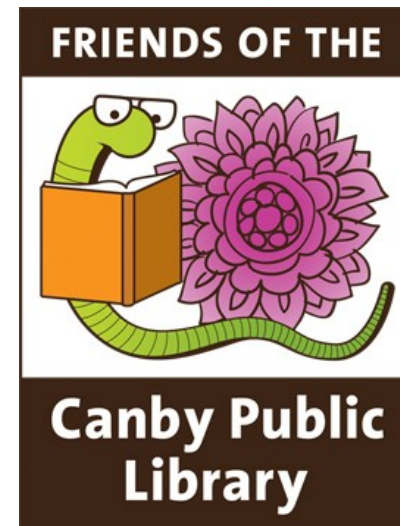


Friends of the Canby Public Library

Mission: "Friends of the Canby Public Library is a volunteer organization that provides supplemental funding, advocacy and community engagement to benefit the Canby Public Library."

The Friends operate the Book Garden bookstore inside the library year-round, and also host periodic fundraisers throughout the year. Proceeds support the following services and programs:

- Craft workshops for adults
- Reading programs for all ages
- Fun, monthly programs for kids, teens, and families
- Community outreach
- Passes to local museums and cultural venues
- Subscription to *BookList* magazine (available at The Book Nook, Retro Revival, and Thriftway/Cutsforth)



There are several ways to support the Friends:

Become a member. An annual membership costs \$15 for one person, \$10 for teens and seniors, and \$25 for a family.

Brochures with more information are available in the library.

Become a Friends volunteer. Send a message to canbyFOL@gmail.com to learn more.

Follow the Friends on Facebook to hear about weekly sales in the bookstore! Search for Friends of the Canby Public Library.

Donate gently used materials to be sold in the bookstore.

Books should be published within the past 5 years (or classics in good condition), and magazines should be no older than 3 months. Please, no VHS tapes, dictionaries or encyclopedias, Reader's Digests, computer books, or textbooks. Donations can be brought to the library during open hours.

Make a financial contribution. The Friends are a 501(c)3 non-profit organization.

Shop at the Book Garden, located inside the library. The store features popular authors and a wide variety of reasonably-priced materials.

Attend the Friends' special fundraising events throughout the year. Past events include the Christmas Tour of Homes, The Great Backyard and Patio Tour, and fundraisers at the Willamette Valley Country Club.

Visit their webpage for more information: <https://www.canbyoregon.gov/library/page/friends-canby-library>

Shelf-reading

Volunteers are assigned to a specific range of call numbers, and their task is to review the shelves to make sure materials are in the correct order. This involves straightening up materials that are loose or falling over on the shelf, to improve the appearance and usability of the collections. This schedule is flexible.

Shelf straightening

Volunteers organize items on library shelves neatly. These volunteers do not need to sort items into the correct order (see shelf-reading above). This schedule is flexible.

Program Assistant (sensitive assignment – background check required)

Volunteers help library staff with the preparation and running of library programs for patrons. This means working with patrons of all ages. The specific work will be assigned by the staff member planning the program, and may involve: preparation of craft supplies; stuffing bags or boxes; printing or folding flyers; preparing snacks; counting attendees; helping to supervise the behavior of kids or teens; cleaning up afterwards; and other duties as assigned. The schedule may be flexible or fixed, depending on the specific needs of the program.

Cleaning

Volunteers help keep the library clean by removing visible grime from library items, dusting or wiping library shelves, cleaning tables or toys from library programs, and removing trash or toys from the library floor. This schedule is flexible.

Picklist (sensitive assignment – background check required)

This is where the library needs the most volunteer support, year-round. Working from a daily report, the picklist volunteers locate requested library materials, check them in, and route them for holds at Canby Public Library (CPL) or other LINCC libraries. Picklist volunteers are assigned to a specific day of the week, and can choose their own start time. The task usually takes 1-2 hours. After initial training, staff will be available to answer questions, but this is largely a self-directed assignment. This assignment requires a set schedule.

Basic Shelving

Volunteers are assigned to shelve in specific collection areas (materials with simple call numbers, such as board books and paperbacks). This assignment is appropriate for volunteers who come with an aide or supervisor of their own. This schedule is flexible.

Advanced Shelving

Volunteers are assigned to collection areas with more complex call numbers (utilizing the Dewey Decimal System), and may require a written shelving test. These volunteers should be comfortable with alpha-numeric organization, have good attention to detail, and be able to work independently, without direct supervision. This schedule is flexible.

Canby Public Library Foundation

Mission: “We cultivate and direct resources to enhance and sustain our library now and for generations to come.”

The Foundation raises money from private donations, grants, and fundraising events, such as the Canby Film Fest, an event that showcases short films by local filmmakers.

The Foundation recognizes that it’s the City’s responsibility to provide library services up to the minimum standards set by the Oregon Library Association, and it is the Foundation’s goal to add to that to achieve a margin of excellence for our community. The Foundation is open to providing resources—financial or material—that help raise our library to excellence, having funded equipment for the makerspace, a digital signboard, and other significant contributions. The foundations focus is on the underserved middle-school population, and in the past they have planned and presented programs for middle-schoolers on coding, avionics, math, and other S.T.E.A.M. topics.



The Foundation's long term goal is to develop an endowment fund that will permanently provide the resources the Library needs to achieve excellence. Thanks to donations from estate planning, monthly donations, corporate matching donations, and one-time donations, the Foundation has recently received a substantial influx of contributions to bring about their vision.

Financial donations to the Foundation can be directed to specific areas (children's services, teen services, or technology) or unrestricted, which allows the Foundation to direct funds to the areas with the most critical needs. Gifts are tax-deductible. Brochures with more information are available in the library, or visit their website at <http://canbypubliclibraryfoundation.org/>. Follow them on Facebook to hear the latest news.



Here's where to steer patrons with questions:

Please refer patrons to the **Public Services Desk** for new cards, transactions involving money, account issues, checkouts, and all other questions. The printer/copier/scanner is self-service, but patrons often need help from staff.

The self-check kiosks in the walkway are available for patrons to check out their own materials. The kiosks cannot take payments.

The catalog computers (also called PAC stations, for **Public Access Catalog**) are where patrons can look up library materials without needing to log in; access their accounts to place holds or renew current checkouts; or add titles to their lists. The PACs also provide access to the library's website, where patrons can book a meeting or study room. If patrons want help with any of this, staff at the Public Services Desk are happy to assist.

Volunteer Assignments

Assignments are determined by the Volunteer Coordinator, taking into account the volunteer's skills, background, and preferences, as well as the library's needs and current volunteer coverage. We cannot guarantee that a volunteer's top choice of assignment will be available.

IMPORTANT: Sensitive assignments (anything that entails access to the library's database or working in close proximity with children) will require a background check. The volunteer applicant will be asked to supply additional information during the application process, if they're interested in one of these assignments.

Volunteer Records

Volunteer information is also confidential, and is kept separate from the general library database. Applications, assignments, and records of hours are kept on file for as long as the volunteer is active, and then for a period consistent with the legal retention requirements for public records. If a volunteer leaves their position and later wants to return, they may need to re-apply and get an updated background check (if applicable), if a period of more than 3 years has elapsed since their last volunteer shift.

Political Activity

ORS 260.432 states that a public employee* may not, while on the job during working hours, promote or oppose election petitions, candidates, political committee or ballot measures. Additionally, no person (including elected officials) may require a public employee (at any time) to do so. *A “public employee” includes public officials who are not elected, whether they are paid or unpaid (including appointed boards and commissions).

Patrons with Questions & Where to Send Them

Volunteers regularly get mistaken for members of staff. Beyond basic directional questions, volunteers should redirect all patron inquiries to the service desk. That way, patrons can get the benefit of staff knowledge and expertise. Additionally, staff track the number of questions received, and need an accurate tally/count for patron interactions

Canby Public Library Advisory Board

The Library Board serves to advise City Council on matters relating to the library and its operation. The Board consists of 8 voting members (2 of which must reside in the unincorporated area, and 5 within City limits) and one high school student member (residing within Canby School District). Volunteer Board members serve a 4-year term (maximum two terms).

The Board’s duties and powers include:

- Keeping informed about current trends in the library services and administration;
- Studying library growth and needs in the city and its vicinity;
- Developing long-range plans for library service and facilities, consistent with city priorities and with state, regional and national goals pertinent to libraries;
- Recommending types of library service for the City and its vicinity;
- Investigating sources of funding for library service and facilities;
- Participating in the annual budgetary process of the city as that process pertains to the library;
- Recommending policies for the acceptance and use of gifts for library purposes;

Canby Public Library Advisory Board Continued

- Reviewing and recommending terms for contracts and working relationships with other public agencies regarding library service;
- Encouraging widespread public support and use of the library;
- Submitting an annual report to the city council and the state library; and
- Performing other duties as authorized by the city council.

More information, including agendas and minutes for past meetings, can be found at:

<https://www.canbyoregon.gov/bc-library>

To apply to serve on the Library Board, find openings at:

<https://www.governmentjobs.com/careers/canbyoregon/promotionaljobs>

The Board meets on the 3rd Tuesday of each month, at 5:30 pm, in the Civic Center/Library. Meetings are open to the public.



Volunteer Desk & Volgistics

The Volunteer Desk is located inside the library staff room, near the back door and the staff restroom. The lockers next to the desk are available for securing personal belongings during a shift. Volunteers are required to wear one of the volunteer badges while they're working, but please remember to leave the badge at the desk when you're done for the day.

The library uses a website called Volgistics to coordinate some parts of the volunteer program. New volunteer applications, schedules, hours tracking, the handbook, email updates, and volunteer assignments are all handled through Volgistics.

The website is accessible on the laptop at the Volunteer Desk, and also from any computer or mobile device via the library's website: <https://www.canbyoregon.gov/library/page/volunteer>.

There is also a Volgistics app you can download to your personal device. You will receive a Volgistics login during your orientation. If you need any help with Volgistics, feel free to contact the library's volunteer coordinator.

Patron Confidentiality

Volunteers are not allowed to access patron records, including (but not limited to) name, address, phone, email, items checked out, bills, and staff notes. However, by working in staff areas, volunteers may inadvertently come across patron information (whether printed out, overheard, or on a computer). All patron information is strictly confidential, and is not to be recorded or shared. *The library takes privacy issues very seriously, and violation of this policy is grounds for immediate dismissal of the volunteer.*

Application Process

Persons wishing to volunteer must complete an online volunteer application through Volgistics: <https://www.canbyoregon.gov/library/page/volunteer>. For sensitive assignments, involving catalog access or working with children, applicants will be asked for additional information for the purposes of a background check, with the exception of applicants ages 14-17.

Once the application has been received and the background check completed (if applicable), the volunteer coordinator will contact the applicant to schedule an orientation. The orientation includes: a tour of the library (public and staff areas), creating a Volgistics (volunteer portal) account, a discussion of the responsibilities as a volunteer, having a photo taken for the display board in the staff room, determining the volunteer's schedule, and initial training.

Accessing the building

During open hours, volunteers can enter and exit the building by the main doors. Before open hours (or if it's more convenient), volunteers can also ring the bell at the library's back door in the alley (the last gray door before the book returns). Remember to watch out for traffic and other Civic Center doors opening without warning.

While onsite, volunteers should borrow a Volunteer Badge (stored above the Volunteer Desk), which doubles as an access card to get through the interior staff room door. Library staff are generally onsite starting at 9 am, Monday-Saturday. Staff are not present on Sundays and holidays.

Volunteer Procedures & Restrictions

Eligibility Requirements.

Volunteers must be at least 14 years old and are required to work a minimum of 20 hours per calendar year. Individuals who are completing required service hours for a community or school organization are welcome to volunteer at the library. It is the responsibility of the volunteer to keep track of any required paperwork. The library does not accept volunteers who are completing court-ordered community service.

Restrictions on volunteer work.

Volunteers are not permitted to:

- Conduct financial transactions on the library's behalf;
- Check in returns or use the catalog software (WorkFlows) for any function other than scanning picklist items;
- Work more than 19 hours in a given week;
- Work in the library without paid staff present; or
- Remove access badges from the library building.

Canby Public Library Map (2025)

