



# **VOLUNTEER HANDBOOK**

**Indian River County Main Library  
Archive Center & Genealogy Department  
Vero Beach, Florida**

**January 18, 2010**

Dear Volunteer:

Welcome to the Indian River County Main Library, Julian W. Lowenstein Archive Center & Genealogy Department.

In 1985, a bequest to the library by the Julian W. Lowenstein family asked that funds be used to help construct a new library building. In return, the family requested a room or wing be named in the memory of Julian W. Lowenstein. The Florida History and Genealogy Department was given that honor. We are grateful to his family for their generosity, which also provided funds for purchasing most of the census microfilm.

Our volunteers share their love of history and genealogy with our patrons and with each other. We want you to enjoy working with the staff to assist our patrons in using the Library's many resources.

The Collection Development policy statement is enclosed in this handbook. Please take the time to read it as it clearly reflects the goals and commitments to our patrons and our staff.

As part of the volunteer orientation, we provide this handbook for your information. We also welcome suggestions for improving our volunteer program. Feel free to contact me with your concerns or ideas.

Sincerely,

Pamela J. Cooper, Supervisor  
Archive Center & Genealogy Department  
772-770-5060 x4148 or x5  
Email: [pcooper@irclibrary.org](mailto:pcooper@irclibrary.org)

## COLLECTION DEVELOPMENT POLICY

### Purpose

The purpose of the Archive Center and Genealogy collection is to collect and preserve primary and secondary source materials that document the history of Indian River County, Florida and the United States with emphasis on states east of the Mississippi and to make them available to researchers and the general public. In addition, this department will collect primary and secondary resource materials on Canada and Europe based on the needs of the researchers.

### Scope – Archive Center: Florida and Indian River County History

The Florida history and Indian River County history collection houses materials in a variety of formats including, but not limited to: books, microfilm, microfiche, CD-ROM's, DVD's, cassettes, videos, pamphlets, posters, diaries, letters, maps, photographs, and scrapbooks. The library will accept oral history interviews on any media of local residents only, but requests that they be accompanied by a typewritten summary of transcript. In addition, local Indian River County pictures that are documented with names and dates will be accepted with restrictions on size and content to be determined by the librarian.

The major emphasis of the collection is historical and current information about the city of Vero Beach and the surrounding communities of Indian River County and Florida. Subject areas include: early settlers, citrus industry, business, science and technology, education, ethnic groups, culture and arts, railroads and river traffic, politics, newspapers, agriculture, religions, professions, social welfare, work, unions and prominent individuals and events.

### Scope – Genealogy Collection

The Genealogy collection houses materials in a variety of formats including, but not limited to: books, maps, CD-ROM's, DVD's, microfilm, microfiche, cassettes, videos, and vertical files. The emphasis of the Genealogy Collection is primary and secondary resources.

In 1986, the purchasing priority was manuals or guides on how to research family history. In addition, self-help guides were sought on how to research specific areas and disciplines such as state, military or emigration records. This collection is now extensive and comprehensive. At the same time it was desired to obtain the complete United States Census on microfilm from 1790 to 1920. We currently own 1790-1870 on microfilm. Due to the technological advances of the Internet, this goal is no longer a necessity as the complete census from 1790-1930 is available through Internet subscriptions at the library.

The current priority is state and local history with emphasis on military and ethnic records and resources.

The collection was developed in the following states in order of priority:

#### CATEGORY 1

New York  
Pennsylvania  
New Jersey  
Florida  
Virginia  
Massachusetts  
Canada  
Connecticut  
Ohio  
South Carolina

#### CATEGORY 2

North Carolina  
Alabama  
Maine  
West Virginia  
Vermont  
Rhode Island  
Maryland  
Kentucky  
Tennessee  
Illinois

#### CATEGORY 3

Delaware  
Indiana  
Michigan  
Arkansas  
New Hampshire  
District of Columbia  
Louisiana  
Missouri  
Oklahoma  
Texas

### CATEGORY 1

Georgia

### CATEGORY 2

Mississippi

### CATEGORY 3

Wisconsin

#### VOLUNTEER OPPORTUNITIES

- Assist those who need help tracing their family history.
- Learn about current resources and how to effectively use them.
- Learn about new resources as they become available.
- Work on special projects.
- Become involved with special events.
- Gain new knowledge of research skills.
- Opportunity to interact with fellow genealogists and make new friends.

#### VOLUNTEER RESPONSIBILITIES

- Be supportive of the Library and represent it in an appropriate and responsible way.
- Observe the same Library policies as staff.
- Maintain confidentiality in all issues pertaining to Library customers.
- Offer comments and suggestions to staff.
- Take part in training that is required or pertinent to their job.

#### AREA DESCRIPTIONS

- Volunteer Desk – first desk as you come in the main door by the elevator.
- Staff Desk – 2<sup>nd</sup> desk facing the book shelves next to the large laser printer.
- Volunteer Desk – located in work room.
- Reference Desk – this desk is located outside of the genealogy department in the middle of the 2<sup>nd</sup> floor. They are in charge of all reference materials that are located behind them.
- Work Room – Located in the back where staff catalogs books, etc. Also used by volunteers for processing, typing, and accessing databases.
- Storage Room – This is just beyond the work room and is where we store supplies and duplicate materials.

#### BADGES

All volunteers are expected to wear the volunteer badge when on duty to provide easy identification to patrons and staff. They are located in the top drawer on the left side of the volunteer desk.

#### PATRON COMPLAINTS

If a patron feels the need to make a complaint, please refer them to staff.

#### PERSONAL POSSESSIONS

Lockers have been provided in the work room for all personal belongings. The Library cannot assume responsibility for the loss or theft of personal items.

#### RSVP - (Retired and Senior Volunteer Program, a division of Senior Corps)

If you would like to receive RSVP benefits, you will need to visit their office at: RSVP Office, 694 14<sup>th</sup> Street, Vero Beach 32960; Phone: 772-469-2061. Please tell library staff that you have signed up because your hours will need to be recorded.

#### SAFETY

All volunteers are expected to immediately report all accidents and unsafe or hazardous conditions to Library staff. Staff will document the incident and will determine if an accident form should be completed. These forms are available in the administration office. For further information and definitions, ask for the policy and procedure manual located at the reference desk.

## **SECURITY**

If a volunteer has any reason to believe that there is a threat to the safety or security of Library staff, volunteers, patrons or property, the volunteer should alert a staff person immediately.

## **TELEPHONE CALLS**

Please keep personal calls to a minimum. Friends and relatives should be discouraged from calling during work hours except in the case of an emergency.

## **DAILY ROUTINE**

### **ENTERING THE BUILDING:**

If you arrive before we open at 10 a.m., please enter on the west side (staff entrance) of the building. Walk through the book stack area to the elevators. If you are stopped, tell staff that you are volunteering in the genealogy department.

### **SET-UP PROCEDURES**

If you arrive before we open, please complete the following jobs:

- Turn on lights, photocopiers, printer and monitors only on the eight patron computers.
- If any materials are left out from the day before, please count, record (see daily jobs below) and put books back in their proper place on the shelf.
- Check copiers, microfilm/fiche readers, and printers for paper. (See Copiers below.)
- Make sure there is scrap paper on each table and by each computer. The extra scrap paper is located on the bottom shelf next to the staff desk.
- **CHANGE / MONEY** - For security reasons, these instructions have not been included. Please ask staff. You will need money in order to make change throughout the day.

### **DAILY JOBS:**

- GUEST BOOK - Make sure that all patrons who use the collections sign in.
- SHELVING – Shelf all books, film, fiche and vertical files. If you do not know where it belongs, please do not attempt to file. Ask first. Always double-check the Dewey Decimal numbers. Look at the subject of the book and see if it fits in with the others on the shelf. Sometimes the wrong number may be on the book. The area designation is the location of the material within the department.

Make sure books are standing and not laying down. Sometimes the book is too tall and cannot stand, but please try first. Laying the book on the side will eventually break the spine. If it does not fit on the shelf, place it on the bottom shelf or a space big enough to hold it close to the number.

### **Area Designations are located on the spine of all items owned by the library:**

#### These items are located in staff areas (behind the desk.)

|                  |  |
|------------------|--|
| ARCHIVED         | Located in storage room  |
| GEN CAT DESK     | Ellen's desk   |
| GEN DESK R-FH    | Florida History material located on the shelf behind the desk. |
| GEN DESK R-GEN   | Genealogy material located on the shelf behind the desk.       |
| GEN OFFICE R-GEN | Supervisor's office  |
| GEN ROOM         | Work room.   |

#### These items are located in the Archive Center (Florida and local history.)

|                  |   |
|------------------|---|
| COLLECTION – IRC | Located on shelving in grey boxes.            |
| COLLECTION – FLA | Located on shelving in grey boxes.            |
| R-FH             | Florida History located in the Archive Center |
| R-FH CAS         | Florida History Cassettes                     |

|                     |  |
|---------------------|--|
| R-FH CD             | Located in far corner of the room on the shelving. |
| R-FH SOFT (CD-ROM)  | Located in far corner of the room on the shelving. |
| R-FH DVD            | Located in far corner of the room on the shelving. |
| R-FH VID            | Located in far corner of the room on the shelving. |
| VERTICAL FILE – IRC | Located in pink filing cabinets.                   |
| VERTICAL FILE – FLA | Located in pink filing cabinets.                   |

These items are located in the genealogy areas.

|                         |   |
|-------------------------|---|
| COLLECTION              | Manuscript boxes located on top of the grey vertical file cabinets, near near the back door.  |
| R-FH MAP CASE           | These are located in the back corner (northeast) wall.  |
| R-GEN                   | All books   |
| R-GEN ATLAS SHELF       | Located on the back corner of the room.   |
| R-GEN CAS               | Conference Cassettes - Located near the back door. (NGS-National Genealogical Society, FGS-Federation of Genealogical Societies, NEHGS-New England Historical Genealogical Society) |
| R-GEN CD                | Located in 2-door brown cabinet at end of row two of books.   |
| R-GEN CONF              | Genealogy Conference syllabi located near the back door.  |
| R-GEN DVD               | Located in 2-door brown cabinet at end of row two of books.   |
| R-GEN GEN DESK          | Located on the shelf behind the staff/volunteer desk.   |
| R-GEN VID               | Located near the back door with cassettes and syllabi.  |
| R-GEN MAP CASE          | Located in the back corner (northeast) wall.  |
| R-GEN MAP FILE          | Located in the back corner (northeast) wall.  |
| R-GEN VIDEO             | Video tapes located by the back door on the shelf in number order.  |
| SOFT R-GEN (CD-ROM)     | Located in 2-door brown cabinet at end of row two of books.   |
| VERTICAL FILE - SURNAME | Vertical File for surnames located in the grey filing cabinets by the first row of books near the back door.  |

These items are located outside of the genealogy department.

|                           |  |
|---------------------------|--|
| R-FH MICROFICHE           | Located underneath the Census Index Table Drawer #P-S  |
| R-FH MICROFILM            | Located in cabinet #7-12   |
| R-GEN CENSUS– INDEX TABLE | Located on the standup table outside of the room by the microfilm machines. Alphabetical by state and then by year.              |
| R-GEN MICROFICHE          | Located in the microfiche cabinets next to microfilm cabinets (drawers A-J) and underneath the Census Index Table (drawers K-O.) |
| R-GEN MICROFILM           | Located in cabinet #1-6.   |

- READING SHELVES - Make sure they are in the correct Dewey Decimal order.
- DAILY STAT SHEET. Every time someone asks you a question, count that as one. Count every book, microfilm box, and microfiche that is used and put away. Stat sheets will be set out each day by staff at the staff desk facing the bookshelves.
- FORMS – Check to make sure there are no empty folders. If they are gone, please make 5-20 copies using copier in the work room. If it is necessary to have 25 or more, give to staff to order the copies at the county office.
- CLEANING - Clean monitors, microfilm and microfiche machines.
- PAPER CHECK - Check all copiers (Film & fiche) for paper. (See copiers below.)
- TIME CARDS - Record your hours worked on the yellow time cards located next to the volunteer desk.
- CALENDAR – if possible, please write your name on the blank calendars located on the volunteer desk for days you are working. If you are not available, please also write that in.
- Check the **Volunteer Jobs list** located on the volunteer desk for other tasks.

**CLOSING:**

Genealogy Department has different hours than the rest of the library:

|                 |                     |
|-----------------|---------------------|
| Monday – Friday | 10:00 AM to 5:00 PM |
| Saturday        | 10:00 AM to 4:00 PM |
| Sunday          | CLOSED              |

The library has closing announcements given at 7:30 PM, 7:45 PM, 7:55 PM during the week and 4:30 PM, 4:45 PM & 4:55 PM on Friday, 3:30 PM, 3:45 PM and 3:55 PM on Saturday and 5:30 PM, 5:45 PM and 5:55 PM on Sunday. Be sure to leave with other staff and volunteers if it is after dark.

Complete the following tasks:

- Turn off photocopiers, monitors only, printers, lights and any other office equipment that might have been left on accidentally. If you see the staff computers on, do not turn off.
- Tidy up the room. (Put chairs back, etc.)
- Check with staff about the money bag.

## **GENERAL INFORMATION**

### **CATALOG**

When trying to locate any item in both the Archive Center and Genealogy collection, please ALWAYS use the catalog. Refer to the Area Designations under Daily Jobs.

1. Use **Backspace** to remove any words in the **search box**.
2. Type your search term in the search box.
3. Press the **Go!** Key.
4. When the records come up, use the **scroll bar** on the right to look at all the records.
5. When you find record you want, click **Availability** to see what the Call Number is.
6. Click **Description** to find out more about the record.

### **COMPUTERS:**

- The computers are for genealogy use only.
- Instructions for using PC Reservation are located on the staff and volunteer desk. All eight computers must be signed in through this system. This keeps a record of the hours and sites used.
- There is an automatic one hour limit given, but can be extended several times through PC Reservation.
- **INSTRUCTIONS:**
  1. When signing up a patron on the computer, in the space "Library Card Number," please fill in the patron's library card number.
  2. If the individual is not local and does not have a library card, please fill in their first and last name.
  3. The computers are numbered 1 through 8. Please sign up individuals on computers 1-3 first, before using computers on the other side, numbers 4-8. If you do sign someone on #4-8, please check occasionally to make sure they are using the computers for genealogy.
- Printing charges are posted. Letter and legal size are 15 cents. However, we have 11x17 in the laser printers for and they are 20 cents. See printing instructions below.

### **COMPUTERS, PERSONAL AND WI-FI:**

- Each individual computer accesses Wi-Fi by clicking on an icon, which is usually in the lower right-hand corner of their computer.
- Once they have done that, click on their web browser and they will be asked to enter their library barcode and password. Usually the password is the last four digits of their telephone number.
- If they are a visitor, they will need to get a temporary one from the information desk on the first floor.
- When they are on the Internet and they want to access the internal subscriptions, they will need to type the following URL: <http://www.irclibrary.org/bookmarks/librarybookmark.htm> . This will then allow them to access all paid subscriptions within the library only.

### **COPIER(S):**

- Instructions for all equipment are located in the work room filing cabinet next to the copier.

- BOOKSCRIBE COPIER
  1. Paper for the BookScribe copier is in the genealogy workroom
  2. Toner is located in the left corner of the storage room next to the filing cabinet.
  3. Payment for copier is on the honor system – fifteen cents each.
- MITA COPIER by the back door. (Friends of IRC Library own this machine.)
  1. Paper for the Mita copier (this is owned by the Friends of the Library) is located underneath the machine. Please put a full pack into the copier. Try not to leave any paper left in the package. **If no paper can be found, then go to the reference work room** located outside the back door. Boxes are located on the floor just to your left of the door.
  2. Toner and Toner Disposal bottles for the Mita are under the copier. If you are not sure how to replace, do not attempt to do it. Ask for help from reference department staff.
  3. Copier will take nickels, dimes and quarters. Some people have a number such as the genealogy society that they can enter and use for copies that were prepaid.
- CHANGER next to MITA COPIER (for prepaid copies):
  1. Red Light on top of changer next to the Mita means that the nickels are gone. Ask the Supervisor (who can get a key) to fill the nickel slot.
  2. Copier cards are still issued by the Supervisor. Please tell them to come in when she is available during the week or make arrangements.
- LASER PRINTERS for BookScribe and Minolta Microfilm Reader/Printers
  1. Toner is located in the storage room left side either next to the brown cabinet or on the floor next to the door on the right side.
  2. Paper is located in the brown cabinet or on the right side of the workroom.
- LASER PRINTER on staff desk
  1. This is where all prints from computers #1-8 are sent. The only way the patron can pick up their copies is by coming to the desk and paying for them after you release the print. See print release instructions below.

#### **DONATIONS:**

If anyone donates a book or a series of periodicals, please do the following:

- Tell them that if the book is a duplicate, we will either exchange with another library or sell them at a genealogy meeting in order to purchase more books. Periodicals will either be exchanged or given away.
- Completely fill out the slip of paper that says “Gift to the Library” before the person leaves. This is so we can send thank you letters for their tax deductions and to put a donation label on the inside cover of the book. **This is not done on periodical donations.**

#### **INTERLIBRARY LOANS:**

Please place all orders and checks in the file folder of the green filing cabinet next to the volunteer desk that is marked Inter-Library loan. There are three types of interlibrary loans:

1. Books on Microfilm can be ordered from:
  - LDS (Church of Jesus Christ of Latter Day Saints) in Salt Lake City, UT Orders are written up on the LDS form located in a box on the Interlibrary Loan (ILL) Shelf. Please do not give out any order forms unless the patron will use them. The order numbers are in consecutive order. Cost is \$5.50 and it takes 2-3 weeks for it to arrive. **Orders are placed every Monday.** The patron will be called when it comes in and their orders will be found in order by their last name on the ILL Shelf. They have one month to view the microfilm.
2. Books can come from any source, anywhere. The interlibrary form is located in the volunteer desk drawer. Patrons will be called and the books will be found on the ILL shelf. Sometimes postage is charged and should be collected when they come to pick them up. Please mark the due date slip as paid. Some books cannot be taken out of the building. These will be noted as “in-house use only.”
3. Photocopies: Request copies from periodicals, newspapers. Complete the form located in the volunteer desk drawer. Usually, there is no charge for this.

## **INTERNET**

There is more information about our collection on the Internet. New resources are listed and pathfinders or guides to the collection can be downloaded. See Computers above for information about PC Reservation.

## **MICROFILM & MICROFICHE READER / PRINTERS:**

All equipment instructions are located in the filing cabinet next to the copier in the work room.

- There is a one hour limit on all equipment when others are waiting. Otherwise, they can use them for as long as they like.
- Large and small reels are available in the boxes on the tables outside of the department.
- To clean the glass, use the window cleaner and paper towel, located on the top left shelf in the workroom.
- Paper for all machines can be used from the paper located in the workroom on the right.
- Light bulbs for all machines are in a marked drawer of the cabinet on the right side of the workroom door.
- Toner for all machines are located in the storage room floor on the left side. Instructions to install are usually on the inside cover of the machine and in the drawer of the green filing cabinet under "Office Equipment Instructions."
- CANNON READER/PRINTER (Film and Fiche) located on table by census indexes.
  1. Honor system – Fifteen cents for both size papers to be paid at genealogy desk.
- FUJI READER/PRINTER (Film only) located in the walkway by Young Adult department
  1. They are for reading only. They NO longer print.
- MINOLTA READER/PRINTERS (Film and Fiche)
  1. Honor system. Fifteen cents for 8-1/2x11. Twenty cents for 11x17. They pay at the desk.
  2. INSTRUCTIONS for saving to Adobe Acrobat or a thumb drive.
    - Turn on printer first then turn on the computer and monitor.
    - In the small window on the printer, there should be the letters PC. If not, hold the shift key (marked in blue) and the
- NORTHWEST (Film only)
  1. Readers have loading instructions on the inside of each viewing area.
  2. If a belt should break, please put an out-of-order sign on it and leave a note for the Supervisor. Or, you can try and put it back per the instruction manual.

## **NEW OR CONFUSED PATRONS**

- Beginner's Kits are available free to all new patrons. Review the booklet with them and ask them to complete the pedigree chart in pencil. This is the best way to get organized.
- Pathfinders – over 50 of them are now available at our web site and in the turnstile. An alphabetical list of the subjects is posted to determine which one the patron will need. These include a broad range of materials and geographic locations. Each month more subjects are added.

**PRINT RELEASE STATION (PAPERCUT)** – located on staff computer.

- There is an icon for this program, upper left corner of the computer screen "Papercut"
- To start the program:
  - Name = genstaff
  - Password = genstaff
- Print jobs for all of the departments come up on the genealogy room screen – ignore the ones that aren't genealogy
- Hit Refresh if a print job doesn't show up
- Each print job shows up separately
- Each print job is removed from the screen after you print it
- Copies are still 15 cents per page for letter and legal, and 20 cents for ledger size (11x17")
- Patrons can pay you when it prints, or run a tab on a piece of paper and pay you when they are done working

- Patrons have to come up and tell you to print within 45 minutes of the time they told it to print, or it will go out of the system
- Hit cancel if they don't want the print job

### **READY REFERENCE:**

In order to help answer difficult or frequently asked questions, there are certain books that are used often by the librarian. These books are on the shelf behind the desk and are marked GEN DESK. For example:

Handy Book for Genealogists  
 Ancestry's red book: American state, county & town sources  
 Vital Records Handbook  
 Genealogist's Address Book  
 County Courthouse Book  
 Place Guide  
 Index to Indian River County Histories

### **TELEPHONES**

There are three phones. If any phone should ring that you are not close to, press the line that is blinking. The following extensions are used – Supervisor – 4148, Cataloger (Ellen) – 4134, Staff Desk – 4139. Whenever we tell someone to call in, it is preferred that you give them Extension #5. This number will go to the staff desk and can be picked up by anyone.

Please answer: "Archive Center and Genealogy Department, This is [your first name only]."

### **UNANSWERED QUESTIONS**

If you are unable to answer a patron question, please tell them to complete the form located on the counter. Let them know that someone will get back to them within the week.

### **VERTICAL FILES:**

Don't forget to use these files for miscellaneous or unusual information that is not easy to find in the books. We have the following categories:

- Indian River County History (2 drawers) SEARCHABLE ON THE LIBRARY CATALOG
- Florida History – SEARCHABLE ON THE LIBRARY CATALOG
- Surnames (4 drawers) SEARCHABLE ON THE LIBRARY CATALOG
- Miscellaneous Genealogical Helps
- Miscellaneous United States
- Miscellaneous Foreign Countries
- Forms - Libraries - Organizations

Files are updated each week. If a patron takes a folder out, please make sure that they do not put it away. (These should also be counted on the stat sheet.) Each file will be stamped with the following labels:

- VF-Surnames
- VF-IRC History
- VF-Florida History
- VF-Gen Help

### **VIDEO & CASSETTE DISPLAY**

Encourage patrons to use these sources to learn about a variety of subjects. They can sit and listen to well-known speakers about the LDS library or how to research anywhere in the world. The desk with the listening devices is located on the back wall near the vertical file cabinets. All the videos and cassettes have been cataloged.

**TABLE OF ORGANIZATION**

Joe Baird, County Administrator  
Thomas Frame, Director, Department of General Services  
Mary D. Snyder, Library Services Director  
Pamela J. Cooper, Supervisor Archive Center & Genealogy Department  
Ellen Stanley, Cataloging