

Volunteer Guide



TRAPHENE HICKMAN LIBRARY

Contents

CHAP.1

PG.1-4

**ACCESSING THE
VOLUNTEER PORTAL**

CHAP.2

PG.5-14

**CREATING YOUR
VOLUNTEER ACCOUNT**

CHAP.3

PG.14-21

**COMPLETING
“QUALIFICATIONS”**

CHAP.4

PG.22-32

**YOUR VOLUNTEER
DASHBOARD**

CHAP.5

PG.33-36

**SIGNING UP FOR
OPPORTUNITIES/
CANCELLING YOUR
SIGN-UP**

CHAP.6

PG.37-38

**FREQUENTLY ASKED
QUESTIONS & VOCABULARY**



VOLUNTEER COORDINATORS

CHELSEY RANDEL

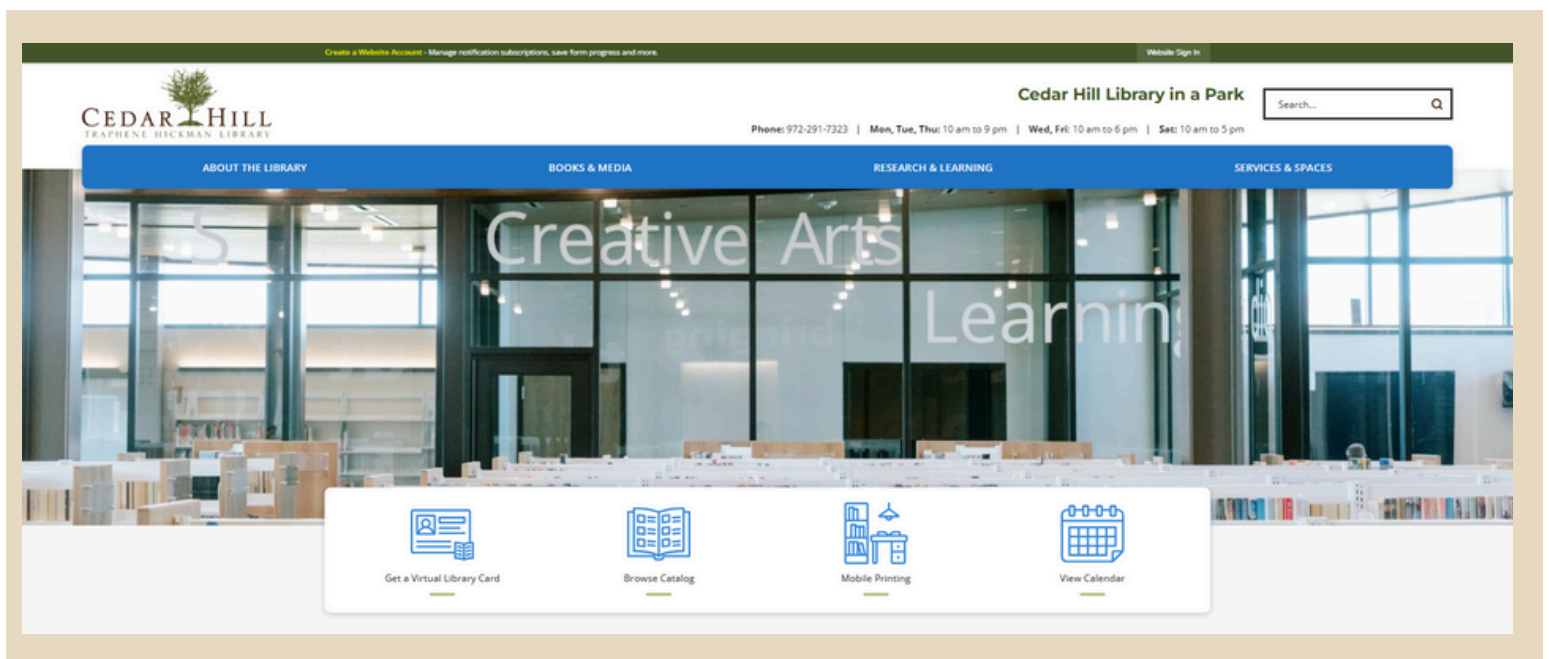
Teen Librarian
(972) 291-7323 ext. 1324
chelsey.randel@cedarhilltx.com

DIANE PHILIP

Adult Services & Outreach Librarian
(972) 291-7323 ext. 1311
diane.philip@cedarhilltx.com

Accessing the Volunteer Portal

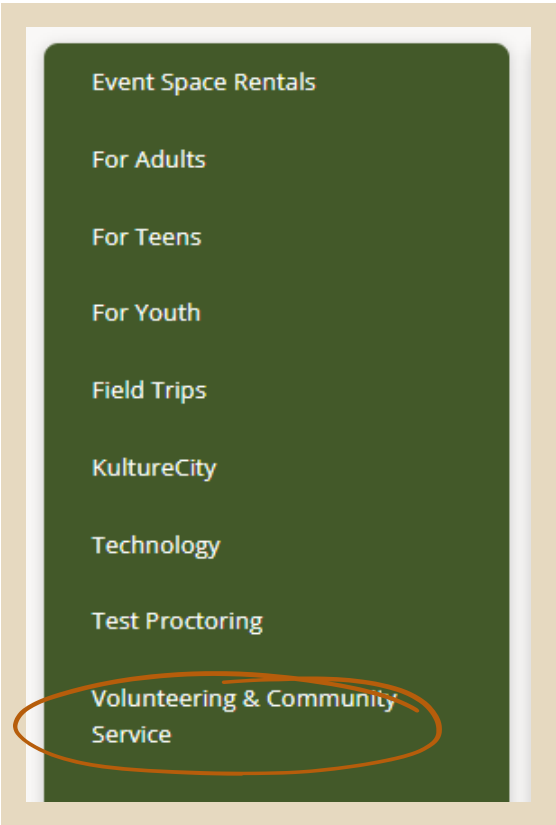
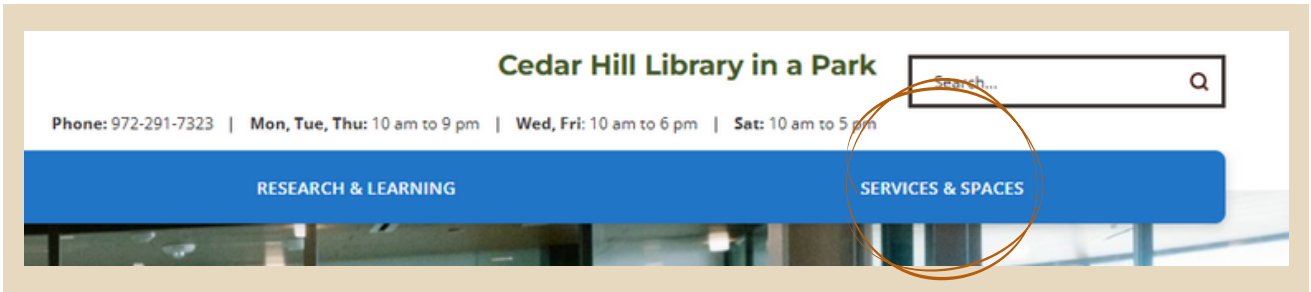
Step 1: To access the volunteer portal, visit cedarhilllibrary.org .
You will be taken to the library's homepage.



Step 2: Scroll to the bottom of the page and click on the “Volunteer” button,



Or visit the “Services & Spaces Tab” at the top of the homepage for the “Volunteer & Community Service” page.



Step 3: Once you click this button it will take you to more information about the volunteer process. Depending on whether you are a adult or teen will determine which tab you will choose that has the individual volunteer processes for each category. Both the “Adult Volunteering” tab and the “Teen Volunteering” tab have a section that says “Volunteer Profile” click the link to access the portal.

Volunteering & Community Service

Volunteer at the Traphene Hickman Library

TEEN VOLUNTEERING

ADULT VOLUNTEERING

Our goal is to provide teens with meaningful volunteer experience that will help to develop their work skills and prepare them for future endeavors. Teens can help provide library staff with help running and maintaining library operations and services.

How to Get Started with Teen Volunteering

1. Create your volunteer profile.
2. Complete your qualifications. Qualifications (waiver, parent/guardian contact information) are required before you can begin volunteering.
 - a. To complete your qualifications, attempt to sign up for a shift, it will then prompt you to fill out all the required information.
 - b. When filling out the waiver you will be asked to electronically sign the document. When you have e-signed it will prompt you to send a virtual copy to your parent/guardian to sign. Please remind your parent/guardian to check their email (junk/spam folder as well) to sign the copy that was sent to them.
 - c. Qualifications are manually approved, please allow for processing time.
3. Attend a teen volunteer orientation.
 - a. Orientation dates can be found in the volunteer portal under the “Events” tab.
4. Once you have completed your qualifications and have attended orientation you may now start volunteering!

Court Ordered Teen Volunteering

For information on if you are eligible for court ordered teen volunteering please contact the Teen Volunteer Coordinator.

Volunteer Profile

Visit our [Volunteer Connections website](#) to log into your volunteer profile.

Teen Volunteer Coordinator Contact

Chelsey Randel, Teen Librarian
[Email Chelsey Randel](#)
Phone: 972-291-7323, ext. 1324

Volunteering & Community Service

Volunteer at the Traphene Hickman Library

TEEN VOLUNTEERING

ADULT VOLUNTEERING

Traphene Hickman Library welcomes the opportunity to work with adult volunteers in a variety of ways at the library. Volunteers help the library provide a premier level of service to the community, while receiving workforce development and leadership opportunities.

How to Get Started with Adult Volunteering

1. Register for an account on our [Volunteer Connections website](#).
2. Sign up for an adult volunteer orientation. You can view upcoming orientations through the “Events” section of our Volunteer Connections website. During the orientation, we will discuss volunteer opportunities, expectations and next steps.
3. After completing the orientation, adult volunteers must go through a background check through the City of Cedar Hill and be cleared to begin volunteering.

The library does not accept any court-mandated community service for adult volunteers at this time.

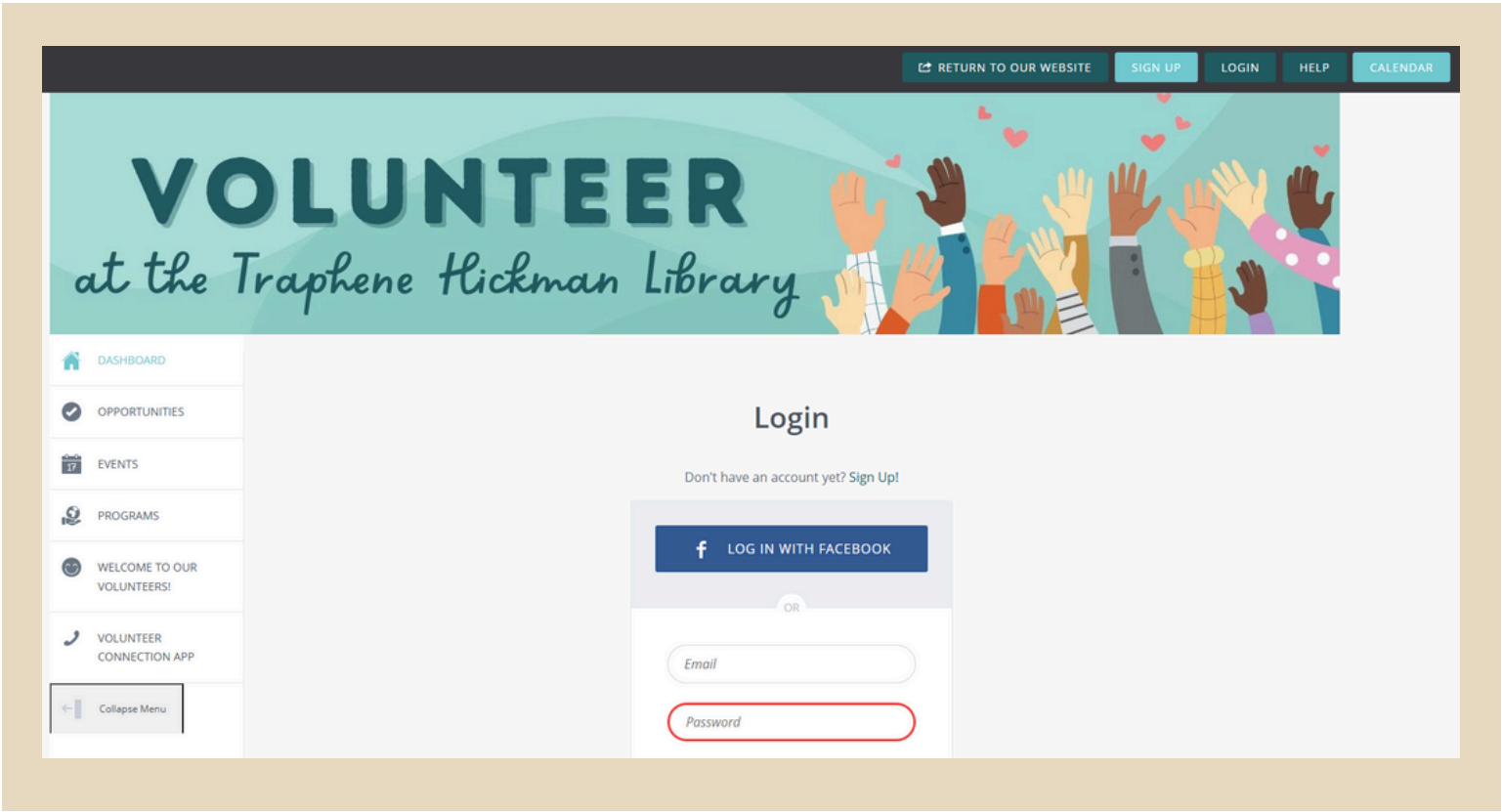
Volunteer Profile

Visit our [Volunteer Connections website](#) to log into your volunteer profile and sign up for volunteer shifts.

Adult Volunteer Coordinator Contact

Diane Philip, Adult Services and Outreach Librarian
[Email Diane Philip](#)
Phone: 972-291-7323, ext. 1311

4. You have made it to the volunteer portal homepage!



From here you can either log in if you have already created a profile or sign up to become a volunteer.

Creating Your Volunteer Account

Teen Volunteer Account

From the volunteer portal home page you can create your volunteer account by clicking “sign up”.

It's important to note that the volunteer account needs to be created for the person who is volunteering with their email (if you are a parent that is making an account for their teen, please use the teen's email address or else completing qualifications later on can be tricky.)

RETURN TO OUR WEBSITE SIGN UP LOGIN HELP CALENDAR

VOLUNTEER

at the Traphene Hickman Library

- DASHBOARD
- OPPORTUNITIES
- EVENTS
- PROGRAMS
- WELCOME TO OUR VOLUNTEERS!
- VOLUNTEER CONNECTION APP

Login

Don't have an account yet? [Sign Up!](#)

f LOG IN WITH FACEBOOK

OR

Email

Password

Step 1: Fill out the required information.

- Under the drop down options, make sure that you are signed up as a Teen Volunteer.

Step 1 of 4: Create an Account
Already have an account? [Click here](#)

Welcome to our volunteer portal! We look forward to working with you.

Please select the option most relevant to you:

Teen Volunteer

[f SIGN UP WITH FACEBOOK](#)

OR

Sign up with your email address

First Name (Required) Last Name (Required)

Email (Required) Phone (Required)

Ext

Address (Required) City (Required)

Select a State Zip Code (Required)

United States

County (Required) Date of Birth (Required)

To get notifications about changes to volunteer shifts, new shifts, reminders about what you have signed up for, sign up for notifications!

We use email to keep you informed of important confirmations, updates, changes, and reminders for your opportunity responses. Make sure you get these messages by selecting yes to receive emails from this site. Update your communication preferences at any time!

☐ Yes ☐ No

☐ I have read and agree to Privacy Policy


[CREATE YOUR ACCOUNT](#)

Step 2: Select your skills!


- We would love to know what your interests, talents, and skills are.
- Volunteer opportunities are tied to skills so that way you know what is expected of the volunteer.
- Or do you have a skill you'd like to develop? Sign up for a shift that is attached to that skill.

Step 2 of 4: Select Skills


What interests, talents, and skills do you have?




Marketing




Food Prep




Fast Learner




Clerical




Social




Advocacy




Writing




Board Service




Leadership




Technology




Gardening




Nonprofit Professional




Physical Labor



Education



Musician



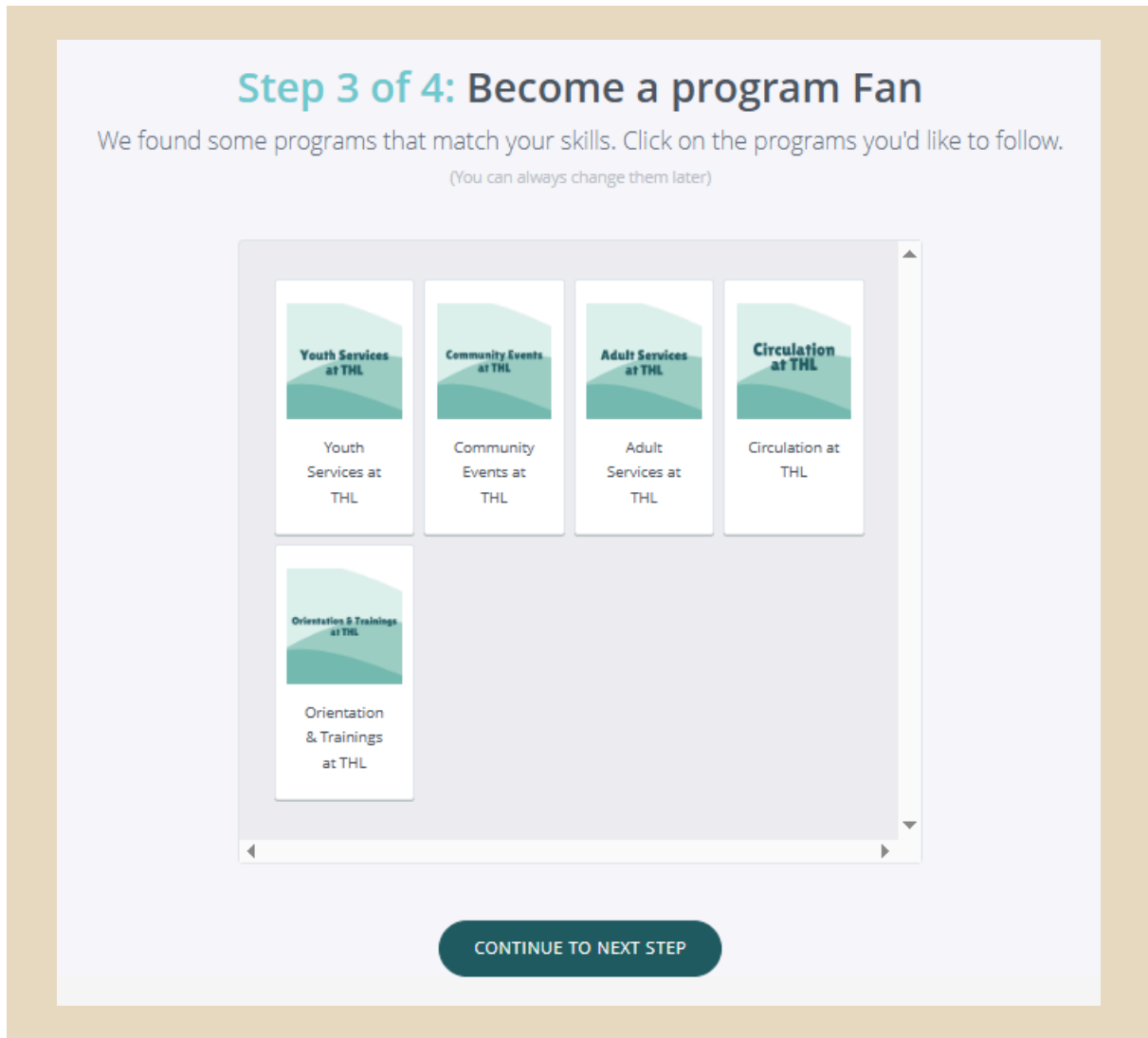
Artsy

CONTINUE TO NEXT STEP

PG. 7

Step 3: Become a program fan.

- There are many areas of the library that you can volunteer in. Becoming a fan of a program means you will get automatic updates when opportunities are added in that program.
- **Both teen and adult volunteers can become a fan of any of these programs.**
- All volunteers are encouraged to become a fan of the “Orientation & Trainings at THL” program.



Programs:

- Youth Services at THL: Helping at youth programs and day-to-day tasks with staff.
- Community Events at THL: Helping at outreach events and large cultural/family events.
- Adult Services at THL: Helping at adult programs and day-to-day tasks with staff.
- Circulation at THL: Helping our circulation staff with shelving, collection projects, and more.
- Orientation & Trainings at THL: Where all training opportunities and orientation events will be uploaded.

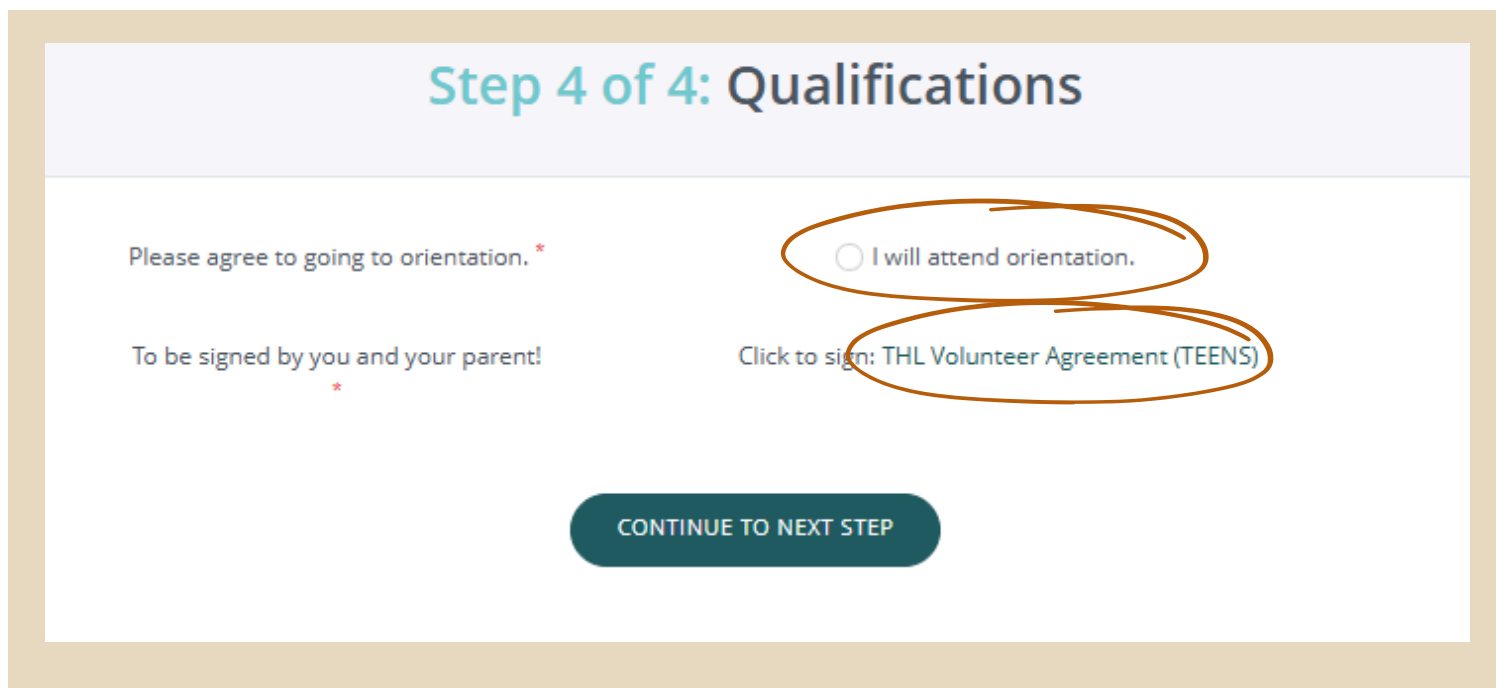
Step 4: Qualifications

- Teens need to complete both the orientation & the THL Volunteer Agreement before they can sign up for opportunities.

For more information on completing your qualifications, visit chapter 3 for detailed instructions.

Dates for orientation are under the “Events” tab in the volunteer dashboard.

For more information about your volunteer dashboard, visit chapter 4.



Step 4 of 4: Qualifications

Please agree to going to orientation.*

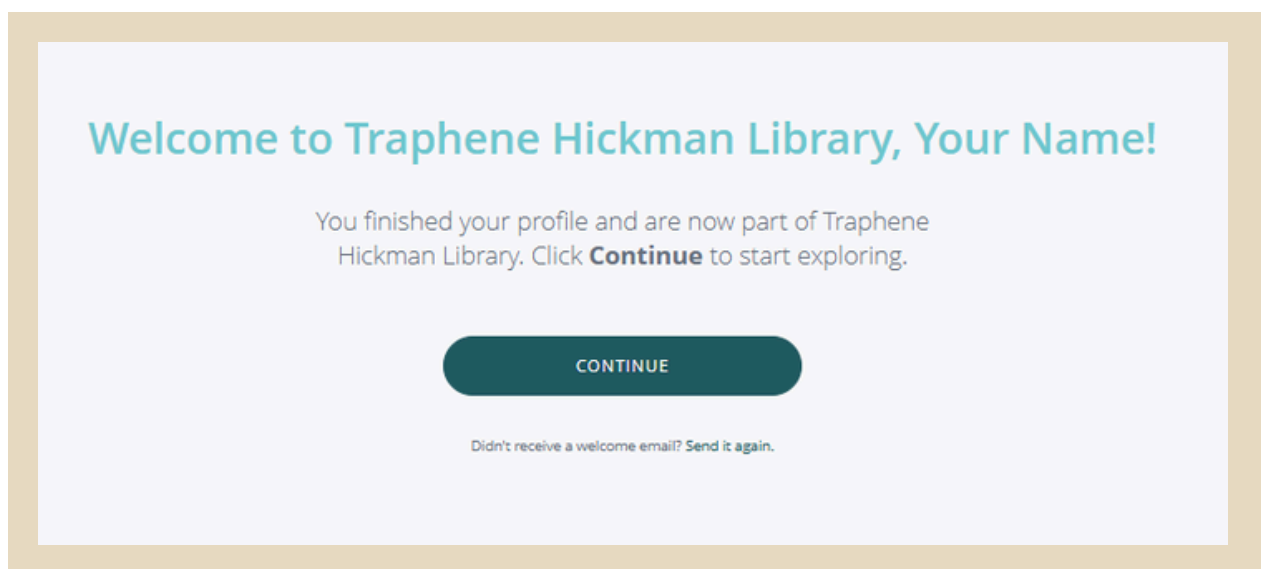
☐ I will attend orientation.

To be signed by you and your parent!*

Click to sign: THL Volunteer Agreement (TEENS)

CONTINUE TO NEXT STEP

You have created your volunteer account! You may now start browsing opportunities & events! Qualifications must be completed and approved before you can respond to opportunities.



Welcome to Traphene Hickman Library, Your Name!

You finished your profile and are now part of Traphene Hickman Library. Click **Continue** to start exploring.

CONTINUE

Didn't receive a welcome email? Send it again.

Adult Volunteer Account

From the volunteer portal home page you can create your volunteer account by clicking “sign up”.

It’s important to note that the volunteer account needs to be created for the person who is volunteering.

RETURN TO OUR WEBSITE SIGN UP LOGIN HELP CALENDAR

VOLUNTEER

at the Traphene Hickman Library

- DASHBOARD
- OPPORTUNITIES
- EVENTS
- PROGRAMS
- WELCOME TO OUR VOLUNTEERS!
- VOLUNTEER CONNECTION APP
- Collapse Menu

Login

Don't have an account yet? [Sign Up!](#)

f LOG IN WITH FACEBOOK

OR

Email

Password

Step 1: Fill out the required information.

- Under the drop down options, make sure that you are signed up as a **Adult Volunteer**.

Step 1 of 4: Create an Account
Already have an account? [Click here](#)

Welcome to our volunteer portal! We look forward to working with you.

Please select the option most relevant to you:

Adult Volunteer

f SIGN UP WITH FACEBOOK

OR

Sign up with your email address

First Name (Required)

Last Name (Required)

Email (Required)

Phone (Required)

Ext

Address (Required)

Address Line 2 (Required)

City (Required)

Select a State

Zip Code (Required)

County (Required)

United States

To get notifications about changes to volunteer shifts, new shifts, reminders about what you have signed up for, sign up for notifications!

We use email to keep you informed of important confirmations, updates, changes, and reminders for your opportunity responses. Make sure you get these messages by selecting yes to receive emails from this site. Update your communication preferences any time!

☐ Yes ☐ No

☐ I have read and agree to Privacy Policy.


CREATE YOUR ACCOUNT

Step 2: Select your skills!


- We would love to know what your interests, talents, and skills are.
- Volunteer opportunities are tied to skills so that way you know what is expected of the volunteer.
- Or do you have a skill you'd like to develop? Sign up for a shift that is attached to that skill.

Step 2 of 4: Select Skills


What interests, talents, and skills do you have?




Marketing




Food Prep




Fast Learner




Clerical




Social




Advocacy




Writing




Board Service




Leadership




Technology




Gardening




Nonprofit Professional




Physical Labor



Education



Musician



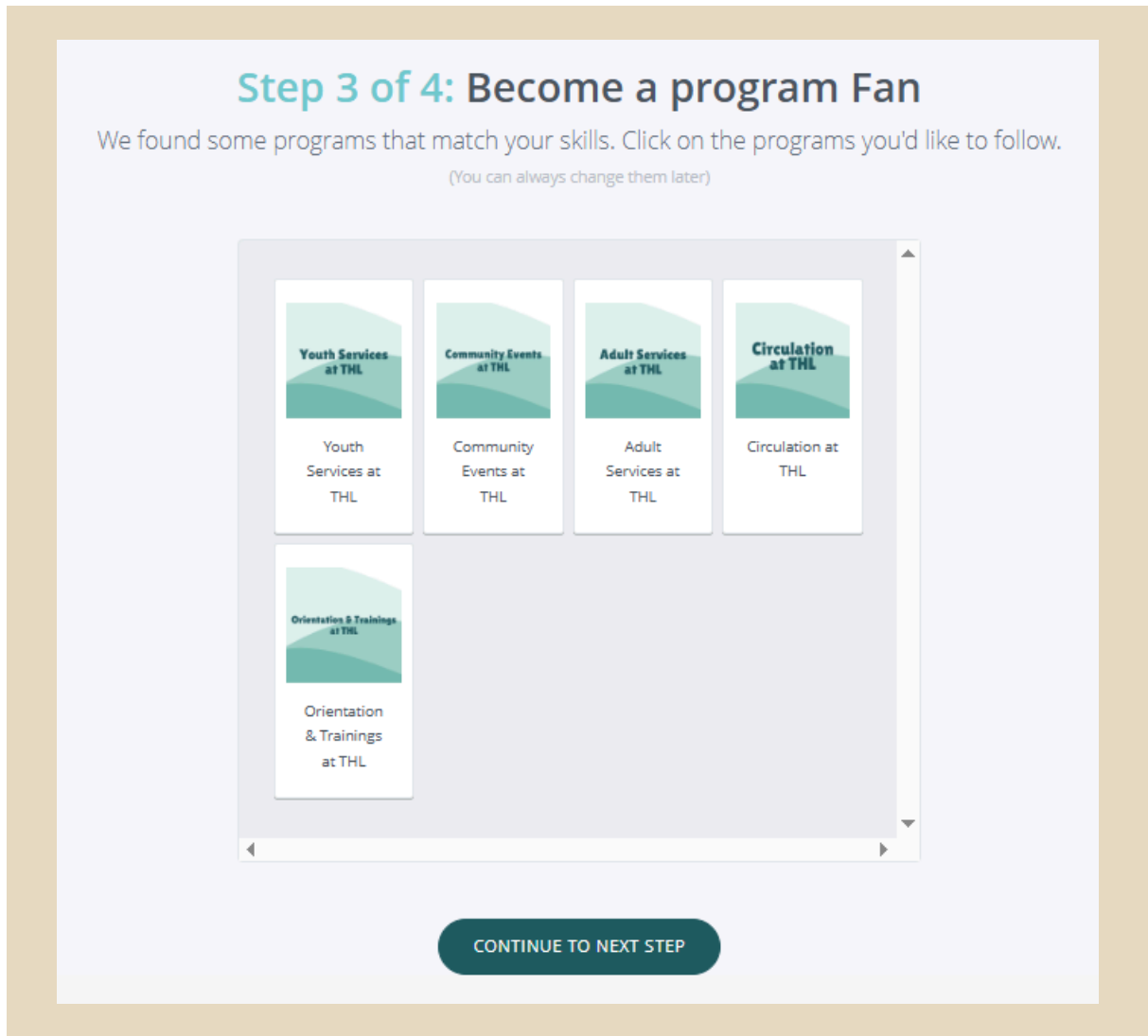
Artsy

CONTINUE TO NEXT STEP

PG. 12

Step 3: Become a program fan

- There are many areas of the library that you can volunteer in. Becoming a fan of a program means you will get automatic updates when opportunities & events are added in that program.
- **Both teen and adult volunteers can become a fan of any of these programs.**
- All volunteers are encouraged to become a fan of the “Orientation & Trainings at THL” program.



Programs:

- Youth Services at THL: Helping at youth programs and day-to-day tasks with staff.
- Community Events at THL: Helping at outreach events and large cultural/family events.
- Adult Services at THL: Helping at adult programs and day-to-day tasks with staff.
- Circulation at THL: Helping our circulation staff with shelving, collection projects, and more.
- Orientation & Trainings at THL: Where all training opportunities and orientation events will be uploaded.

Step 4: Qualifications

- Adults need to complete both the orientation and the background check/drug test before they can sign up for opportunities.

For more information on completing your qualifications, visit chapter 3 for detailed instructions.

Dates for orientation are under the “Events” tab in the volunteer dashboard.

For more information about your volunteer dashboard, visit chapter 4.

Step 4 of 4: Qualifications

Please agree to going to orientation. *

☒ I will attend orientation.

Do you consent to a background and drug screening prior to volunteering? *

Yes

CONTINUE TO NEXT STEP

You have created your volunteer account! You may now start browsing opportunities & events! Qualifications must be completed and approved before you can respond to opportunities.

Welcome to Traphene Hickman Library, Your Name!

You finished your profile and are now part of Traphene Hickman Library. Click **Continue** to start exploring.

CONTINUE

Didn't receive a welcome email? [Send it again.](#)

Completing Your Qualifications

Orientation (Teens & Adults)

Orientation is a qualification that is for both the teen and adult volunteers.

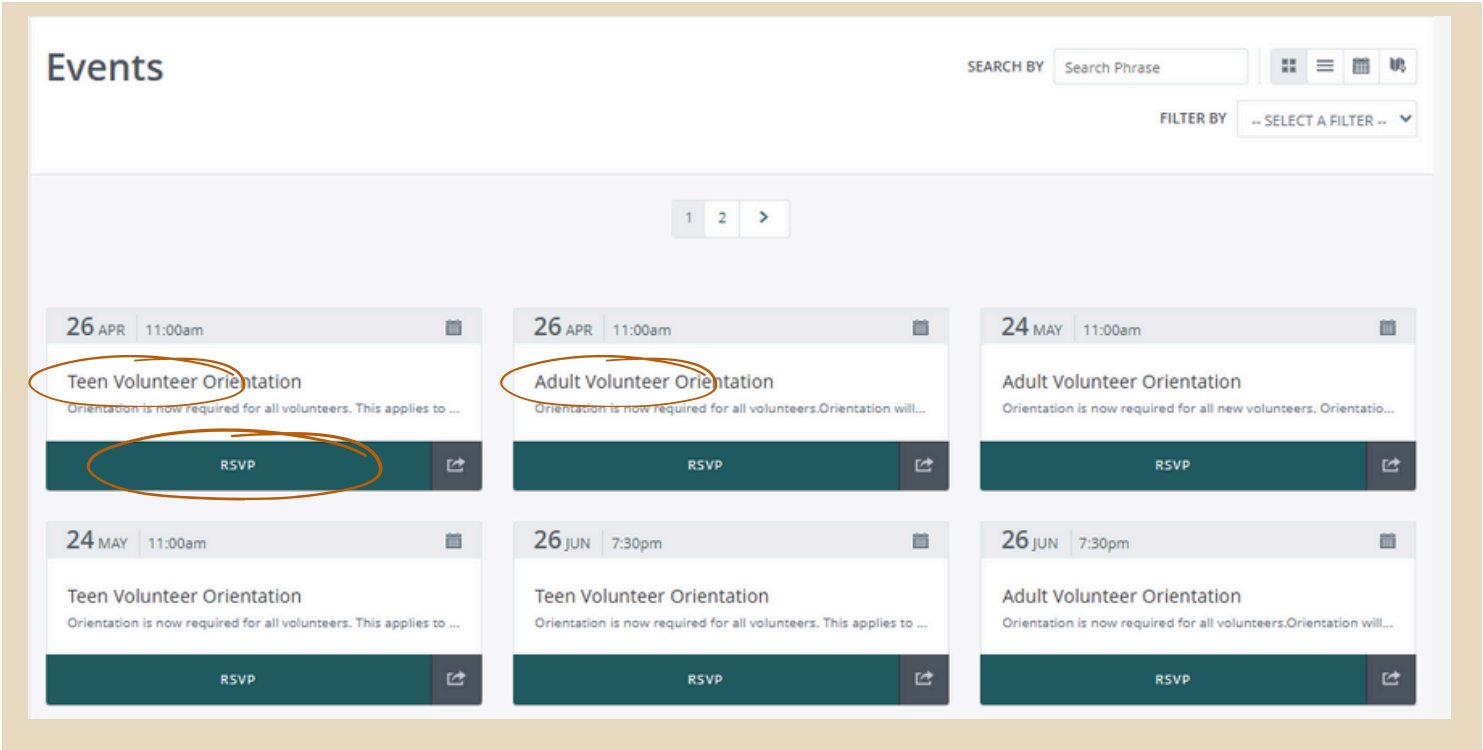
Dates for the orientations are under the “Event’s” tab in your volunteer dashboard.

We do not offer one-on-one volunteer orientation for teens. If you miss an upcoming orientation you will need to wait until the next one.



All the upcoming orientations with their dates and times will appear and are labeled by “Teen Volunteer Orientation” or “Adult Volunteer Orientation” if you are an adult sign up for an adult orientation. If you’re a teen, sign up for a teen orientation. From this page you can RSVP to the orientation.

If you signed up for notifications when you first created your account you will be reminded of the event that you RSVP’d for or if the event has been cancelled.



To find out more information about that orientation click on the event.

Teen Volunteer Orientation

YES

MAYBE

DECLINE

Start		Apr 26, 2025		11:00am
End		Apr 26, 2025		12:00pm

Description

Orientation is now required for all volunteers. This applies to all active volunteers (that have not attended the new volunteer orientation) and any new volunteers.

Orientation will be held in the Conference Room located on the main floor of the library.

Join us as we learn about:

- The library's culture, mission, and values.
- The volunteer processes and policies.
- Volunteer expectations.
- Tour the library.

Contact

Rowan Rutherford

rowan.rutherford@cedarhilltx.com

Program

Orientation & Trainings at THL

BECOME A FAN

Location

Traphene Hickman Library
450 Pioneer Trail
Cedar Hill, TX 75104

Adult Volunteer Orientation

YES

MAYBE

DECLINE

Start		Apr 26, 2025		11:00am
End		Apr 26, 2025		12:00pm

Description

Orientation is now required for all volunteers.

Orientation will be held in the Conference Room located on the main floor of the library.

Join us as we learn about:

- The library's culture, mission, and values.
- The volunteer processes and policies.
- Volunteer expectations.
- Tour the library.

Contact

Diane Phillip

diane.phillip@cedarhilltx.com

Program

Orientation & Trainings at THL

BECOME A FAN

Location

Traphene Hickman Library
450 Pioneer Trail
Cedar Hill, TX 75104

Each orientation has the date/time, location, description of what will be discussed, the program this orientation is apart of, and your contact person for that orientation. Orientations may be led by the volunteer coordinators or program managers.

Teen Volunteers ONLY

During your account creation you are able to submit your portion of the Volunteer Waiver and agree to go to an orientation. You must complete both before you can respond to opportunities.

Step 4 of 4: Qualifications

Please agree to going to orientation. *

☐ I will attend orientation.

To be signed by you and your parent! *

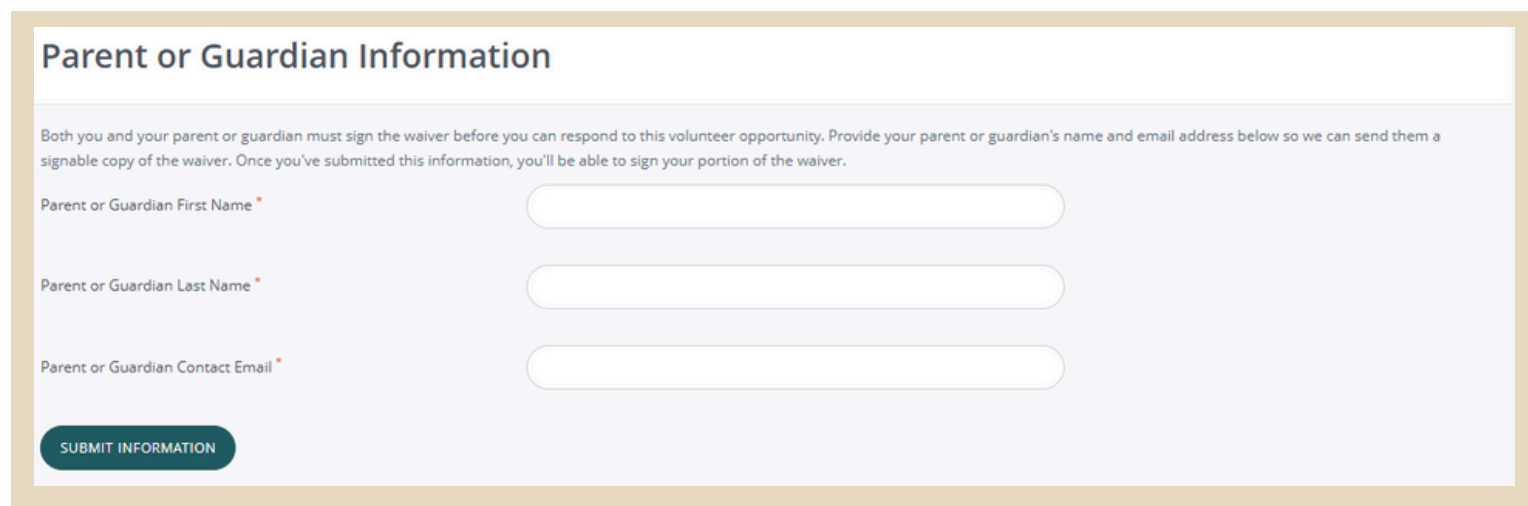
Click to sign: [THL Volunteer Agreement \(TEENS\)](#)

CONTINUE TO NEXT STEP

THL Volunteer Agreement (TEENS)

Step 1: Click the link that says “THL Volunteer Agreement (TEENS)”

A window will pop up to input your parent’s information. Submit that information.



Parent or Guardian Information

Both you and your parent or guardian must sign the waiver before you can respond to this volunteer opportunity. Provide your parent or guardian's name and email address below so we can send them a signable copy of the waiver. Once you've submitted this information, you'll be able to sign your portion of the waiver.

Parent or Guardian First Name *

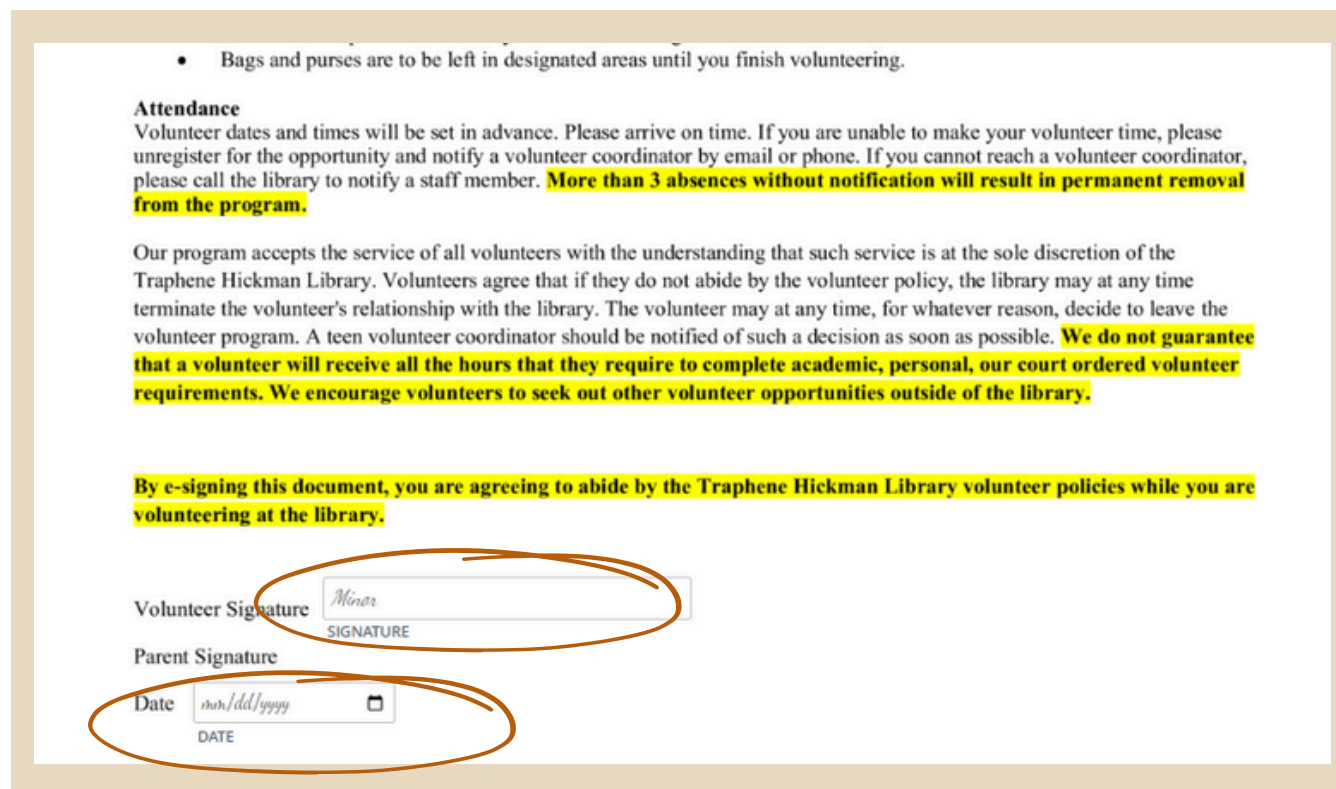
Parent or Guardian Last Name *

Parent or Guardian Contact Email *

SUBMIT INFORMATION

Step 2: Read the agreement in it’s entirety and sign & submit the document.

Signing the document means that you have read the agreement and will abide by it.



- Bags and purses are to be left in designated areas until you finish volunteering.

Attendance
Volunteer dates and times will be set in advance. Please arrive on time. If you are unable to make your volunteer time, please unregister for the opportunity and notify a volunteer coordinator by email or phone. If you cannot reach a volunteer coordinator, please call the library to notify a staff member. **More than 3 absences without notification will result in permanent removal from the program.**

Our program accepts the service of all volunteers with the understanding that such service is at the sole discretion of the Traphene Hickman Library. Volunteers agree that if they do not abide by the volunteer policy, the library may at any time terminate the volunteer's relationship with the library. The volunteer may at any time, for whatever reason, decide to leave the volunteer program. A teen volunteer coordinator should be notified of such a decision as soon as possible. **We do not guarantee that a volunteer will receive all the hours that they require to complete academic, personal, or court ordered volunteer requirements. We encourage volunteers to seek out other volunteer opportunities outside of the library.**

By e-signing this document, you are agreeing to abide by the Traphene Hickman Library volunteer policies while you are volunteering at the library.

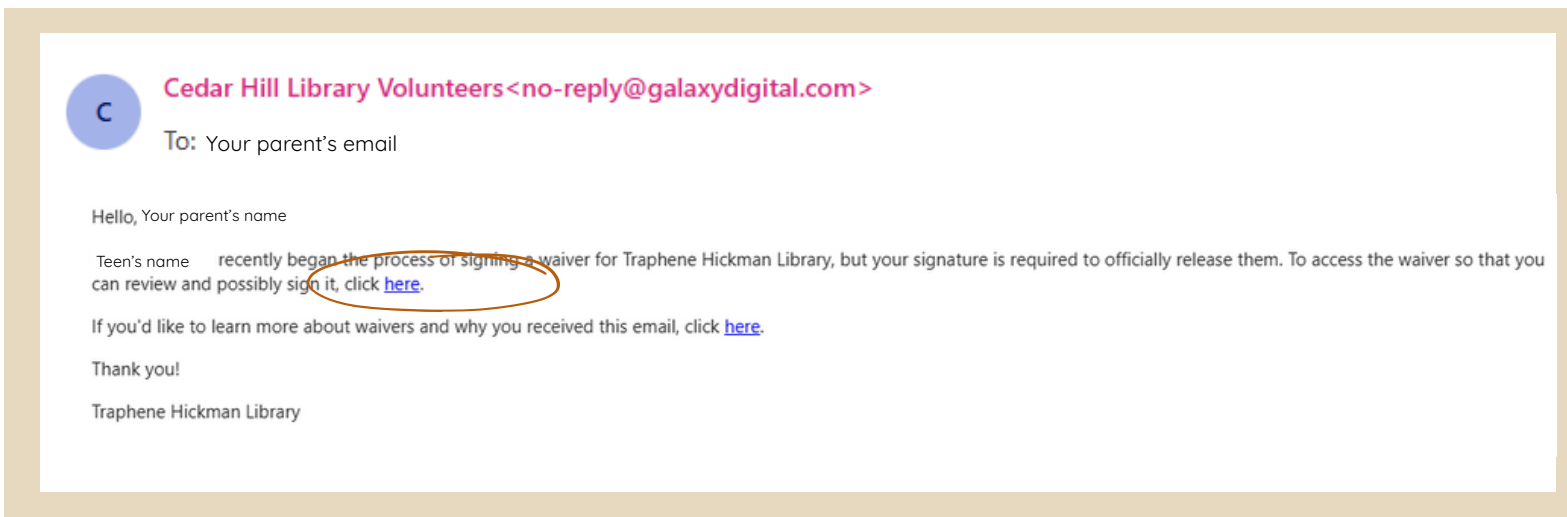
Volunteer Signature *Minor*
SIGNATURE

Parent Signature

Date *mon/dd/yyyy*
DATE

Step 3: After submitting your portion of the volunteer agreement, an email (as shown below) is sent to your parent. They will be prompted to sign the same document.

Make sure that your parent checks their inbox, as well as the spam/junk folder in their email.



Attendance
Volunteer dates and times will be set in advance. Please arrive on time. If you are unable to make your volunteer time, please unregister for the opportunity and notify a volunteer coordinator by email or phone. If you cannot reach a volunteer coordinator, please call the library to notify a staff member. **More than 3 absences without notification will result in permanent removal from the program.**

Our program accepts the service of all volunteers with the understanding that such service is at the sole discretion of the Traphene Hickman Library. Volunteers agree that if they do not abide by the volunteer policy, the library may at any time terminate the volunteer's relationship with the library. The volunteer may at any time, for whatever reason, decide to leave the volunteer program. A teen volunteer coordinator should be notified of such a decision as soon as possible. **We do not guarantee that a volunteer will receive all the hours that they require to complete academic, personal, our court ordered volunteer requirements. We encourage volunteers to seek out other volunteer opportunities outside of the library.**

By e-signing this document, you are agreeing to abide by the Traphene Hickman Library volunteer policies while you are volunteering at the library.

Volunteer Signature
Parent Signature
Date

Adult Volunteers (ONLY)

During your account creation you will be prompted to agree to go to orientation as well as complete a background check & drug test. You must complete both before you can respond to opportunities.

Step 4 of 4: Qualifications

Please agree to going to orientation. *

☒ I will attend orientation.

Do you consent to a background and drug screening prior to volunteering? *

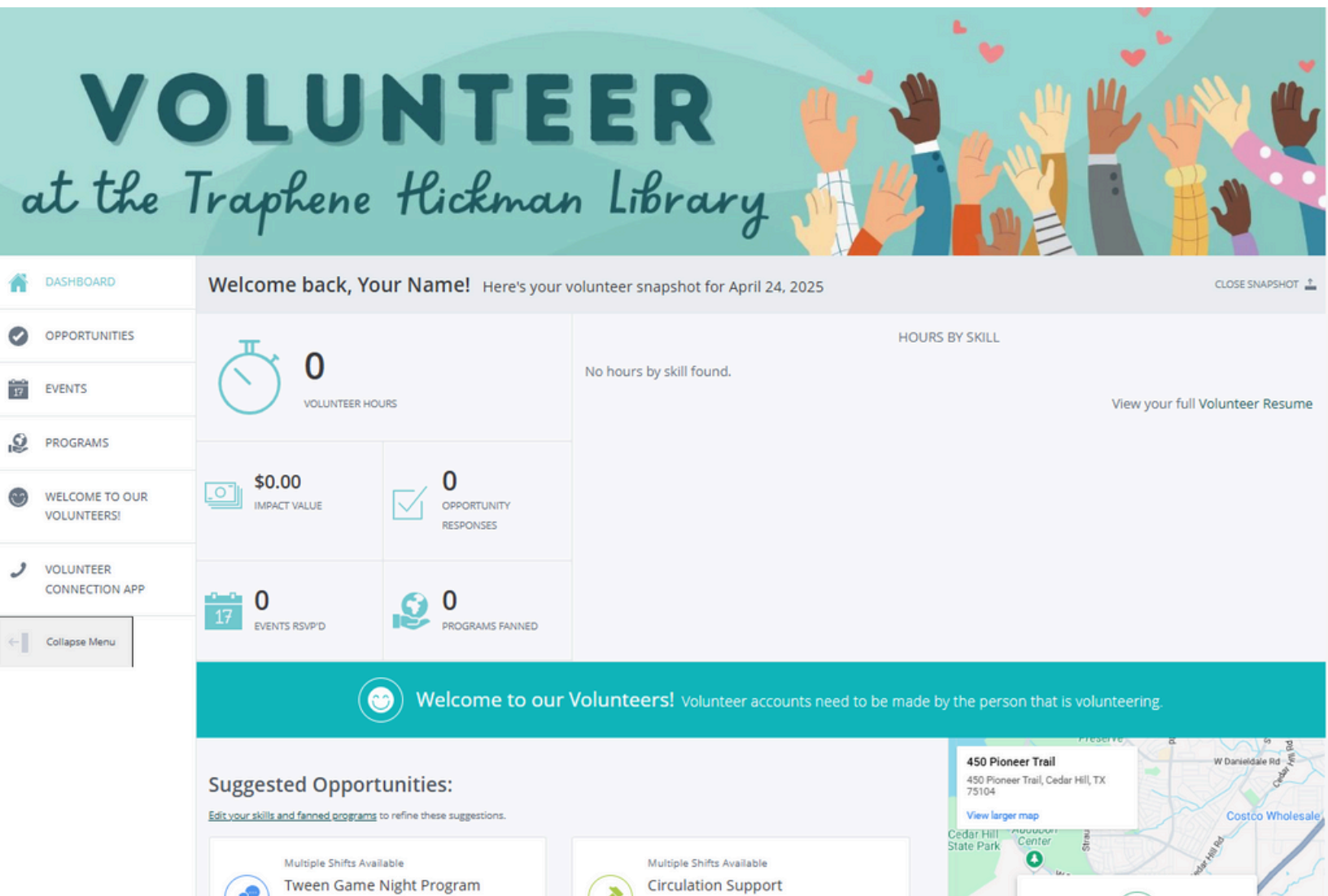
Yes

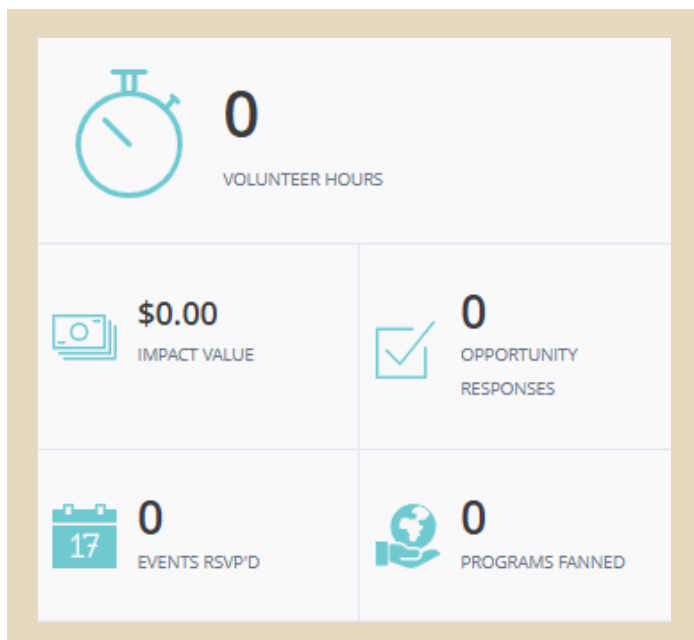
CONTINUE TO NEXT STEP

Once you submit you will be given instructions at your orientation about how to complete your background check and drug test.

Your Volunteer Dashboard

Welcome to your volunteer dashboard! This chapter will go over it's features. Let's break it down section by section.





Volunteer Hours: Pending and approved hours show up here. Hours that have been logged are manually approved by the volunteer coordinators.

Impact Value: We love to see how our volunteers impact our library and community. This section shows how much money you have offset from the library. The rate is set at minimum wage for one of starting positions at the library. (Please know that volunteering is free, you are not paid)

Opportunity Responses: Keep track of how many opportunities you have signed up for!

Events RSVP'D: Keep track of how many events you have rsvp'd for!

Programs Fanned: Keep track of what areas of programs you are a fan of! Programs are the different areas of the library you can volunteer in. Becoming a fan means you can keep track of

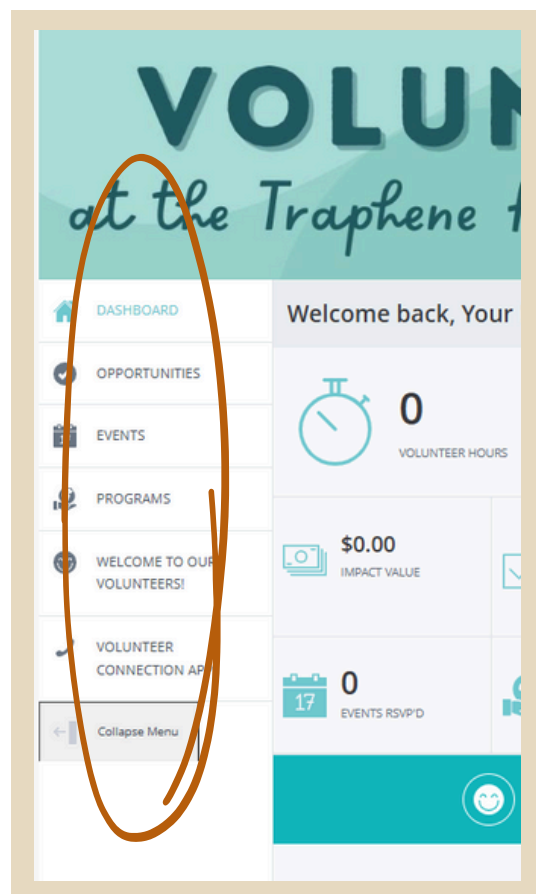
The tabs on the left side of your dashboard take you to:

Opportunities: View the shifts that you can sign up for!

Events: Library events may be featured here that you can attend. Orientations & Trainings will be found here as well.

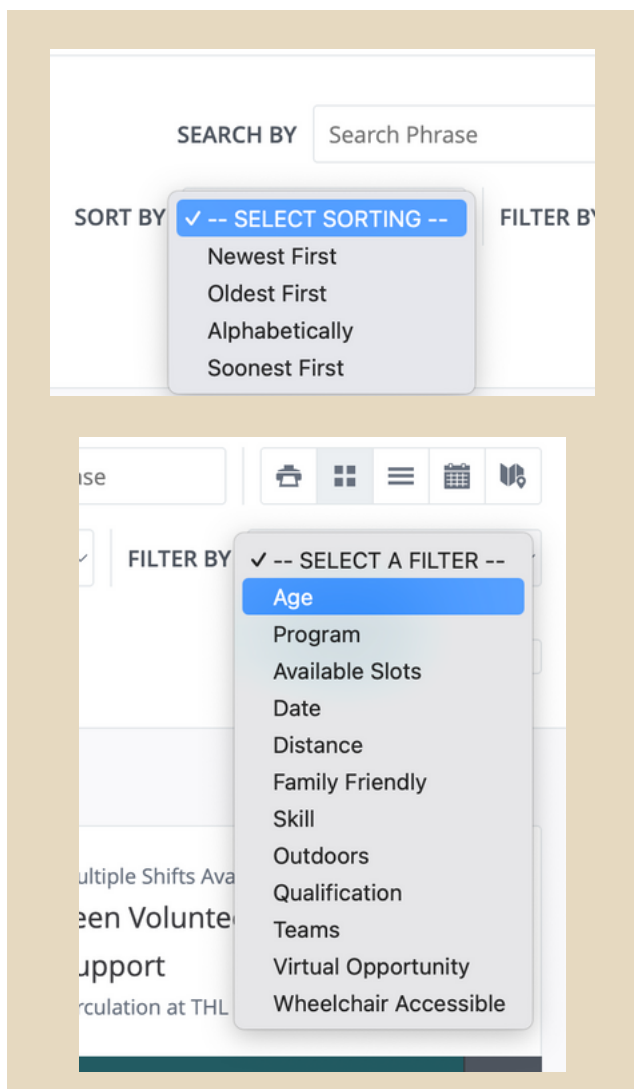
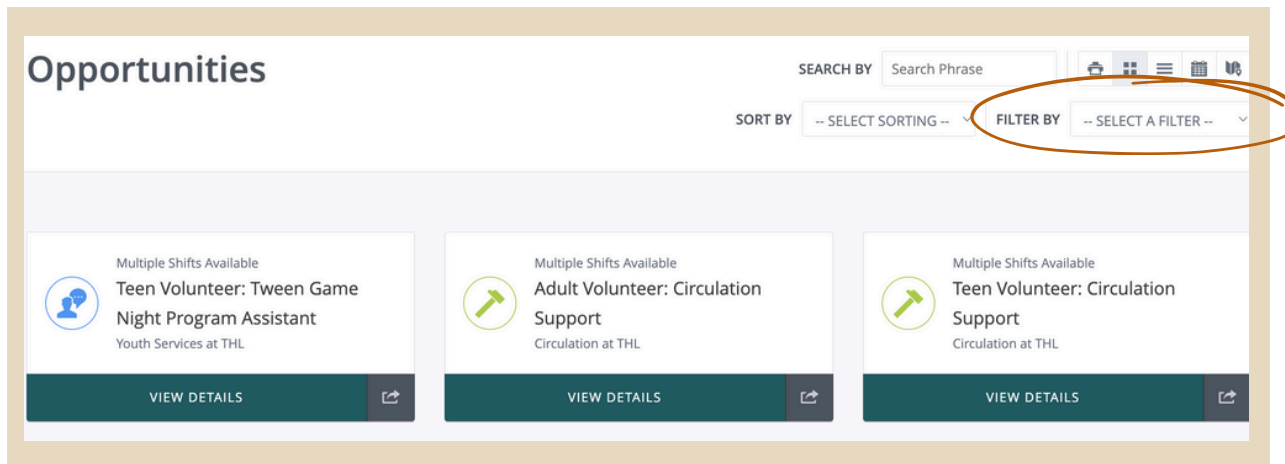
Programs: View the areas of the library that you can volunteer in. If you need to go back and become a fan of a program you can do that there.

Announcements: Announcements will be below the programming tab.
Example: "Welcome to our volunteers!" & "Volunteer Connection App"



Opportunities

You can view opportunities in the default grid, list view, or by a calendar view.



There are different ways to filter out the opportunities. Feel free to experiment with the “sort by” and “filter by” fields.

You can even filter by the skills so that you know what opportunities align with your current skills or the skills that you’d like to build upon.

When you view the details of an opportunity you will see something like this.

Teen Volunteer: Family Movie Night Assistant

RESPOND

Description

Looking for a friendly and outgoing teen volunteer to assist with our Family Movie Night! Tasks include:

- popping popcorn and bagging it for participants
- setting up/breaking down chairs and tables
- cleaning the space
- answering parents questions about the movie night/popcorn
- other duties as assigned

Shifts

RESPOND

BEGINS	DURATION	OPEN SPOTS	RESPOND
Sat May 3, 2025 @ 2:30pm to 5:00pm	2.50 hours	0 of 3	
Sat Jul 5, 2025 @ 2:30pm to 5:00pm	2.50 hours	3 of 3	
Sat Aug 2, 2025 @ 2:30pm to 5:00pm	2.50 hours	3 of 3	
Sat Sep 6, 2025 @ 2:30pm to 5:00pm	2.50 hours	3 of 3	

SHOWING 1 TO 4 OF 4 ENTRIES

PREVIOUSNEXT

Required Qualifications

THL Volunteer Agreement (TEENS)

Additional Details

☒ Volunteers should be between the ages of 13 and 18.

Skills

Program

Youth Services at THL

BECOME A FAN

Site Supervisor

Rowan Rutherford

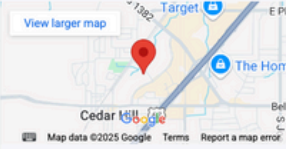
rowan.rutherford@cedarhilltx.com

Location

450 Pioneer Trail

Cedar Hill, TX 75104

View larger map



Description: The description will let you know what to expect during your shift, if there is a training shift associated with the shift, if there is specific clothing you should wear (if it’s a messy craft you may want to wear clothes to get messy in)

Shifts & Duration: Before you respond to an opportunity pay attention to the date and duration of the shift. Opportunities may have multiple dates so please decide if you can make dates before responding to all or one of the shifts. More information on this can be found in chapter 5.

Open Spots: We only allow a certain amount of volunteers for each opportunity. If a shift is full you may enter the waitlist. More information on this can be found in chapter 5.

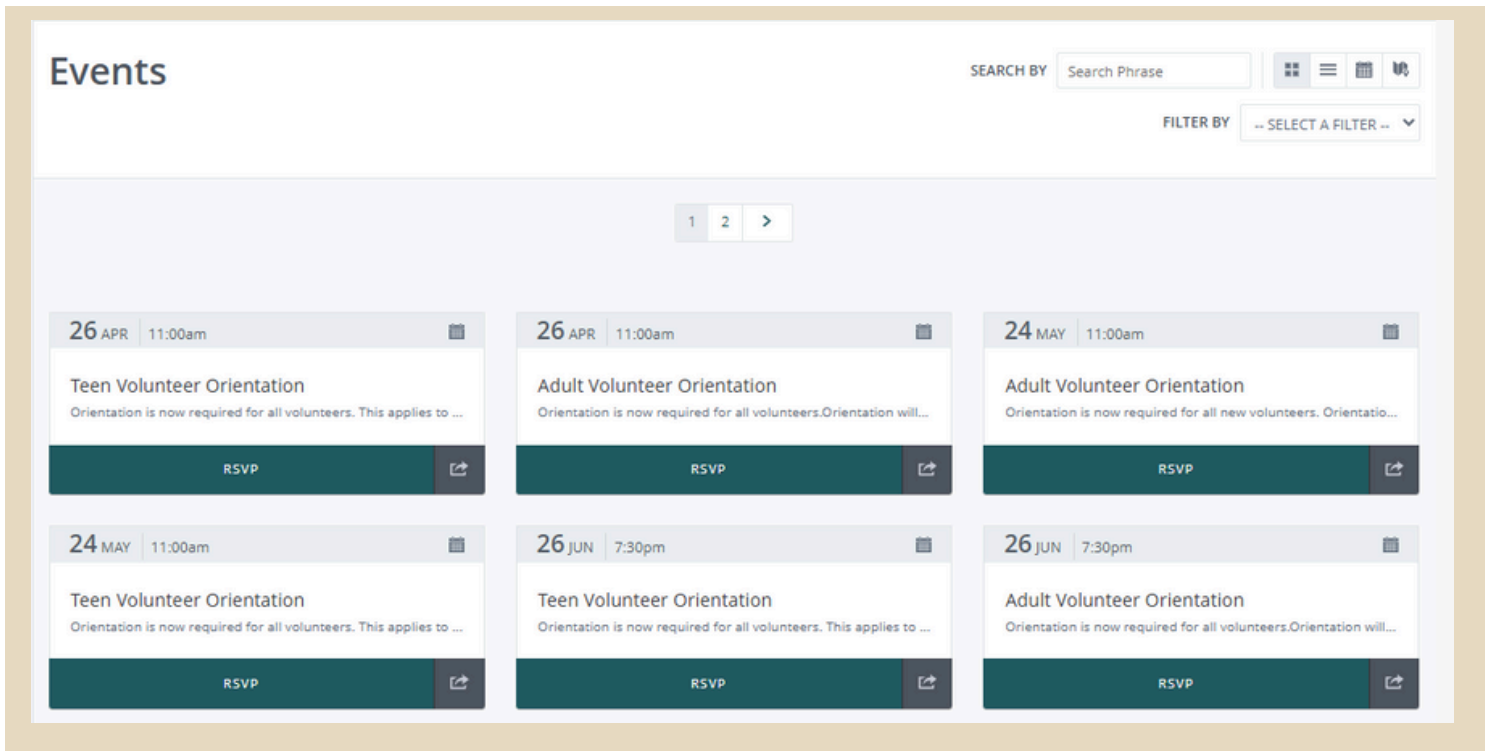
Site Supervisor: The contact information of the library staff member that you will be working with for your shift. You will also ask for them at the main desk when you come in for your shift.

Location: Always double check the location of your shift.

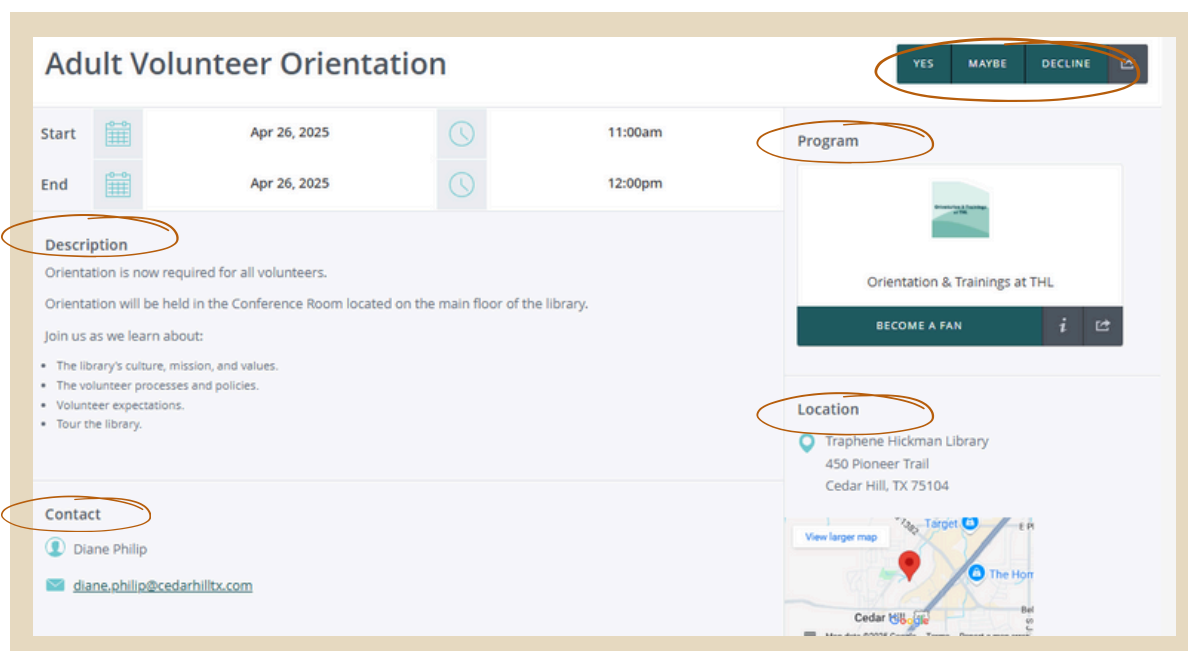
Events

Trainings, orientations, and volunteer appreciation dates can be found in this tab.

You can view events in the default grid, list view, or by a calendar view. You can also use the filter feature.

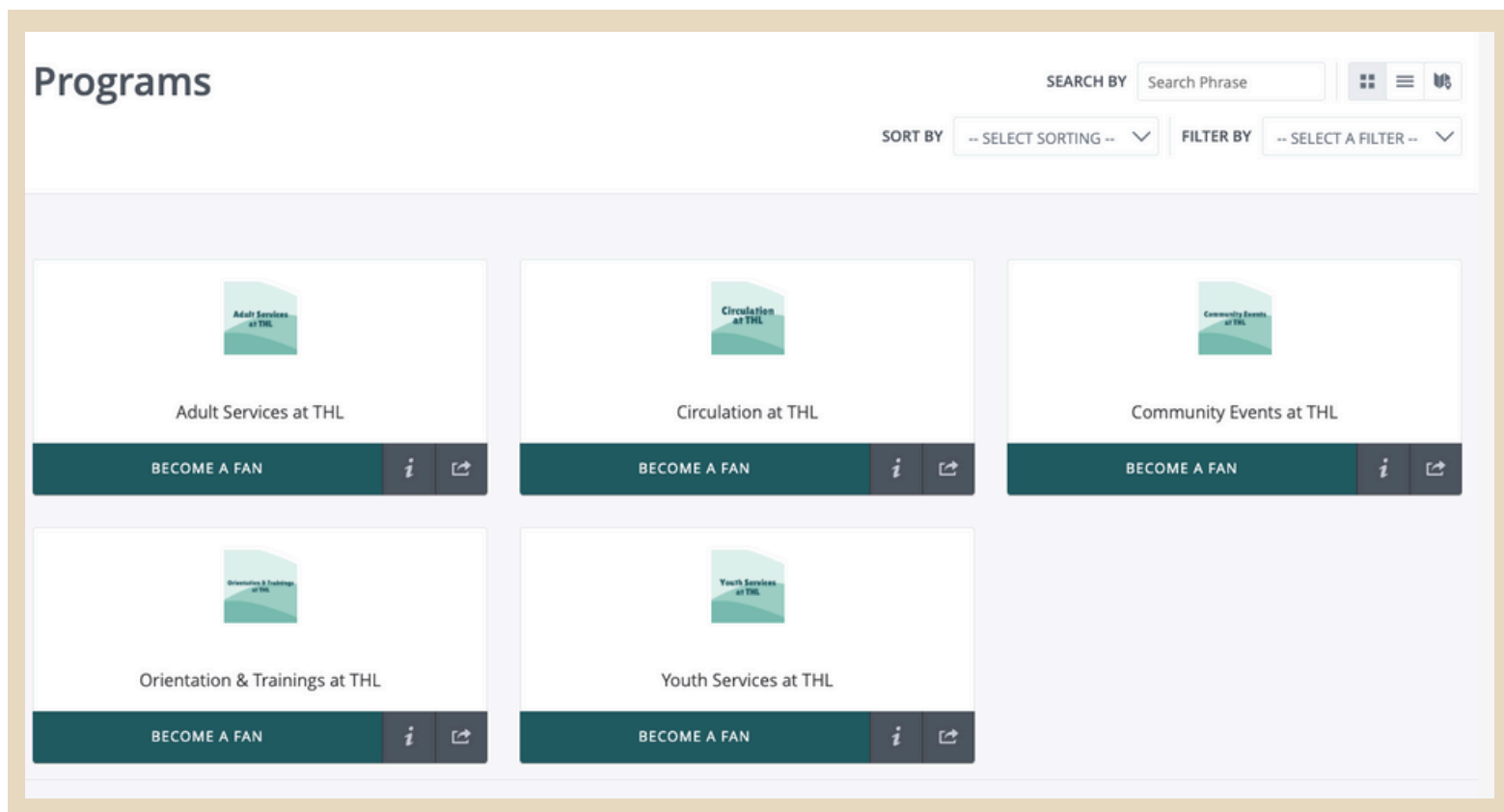


Pay close attention to all the details indicated for this event when you're deciding to attend or not.



Programs

Visit this page to see what areas of the library you can volunteer in.



Programs:

- Youth Services at THL: Helping at youth programs and day-to-day tasks with staff.
- Community Events at THL: Helping at outreach events and large cultural/family events.
- Adult Services at THL: Helping at adult programs and day-to-day tasks with staff.
- Circulation at THL: Helping our circulation staff with shelving, collection projects, and more.
- Orientation & Trainings at THL: Where all training opportunities and orientation events will be uploaded.

When you created your account you became a fan of some initial programs, throughout your volunteer journey you can come back to this page to update your selections or find out about other programs.

Clicking on the program will take you to the information about that area of the library. It includes what some of the usual tasks would be when you volunteer in this area.

The contact on this page is the “Program Manager”. You can always reach out to them for any questions about the opportunities associated with their program.

Circulation at THL

BECOME A FAN

Who We Are

The Circulation Department at the Traphene Hickman Library is the front line of customer service. The staff are called "LSR's" or Library Service Representatives. Our department supports the movement of items (books, DVD's, library of things, etc.) as they go in and out of the library. As well as providing customer service at the desk by checking out items, answering questions, making library cards, etc. Providing premier customer service to our library patrons is top priority and we strive to provide a clean and user friendly environment.

What We Do

Both teen and adult volunteers have the chance to do a variety of activities that are helpful to the public and the library staff.


Some of the opportunities to volunteer in this area of the library include but are not limited to:

- Prepping items for shelving.
- Shelving library items.
- Maintaining the aesthetic of library shelves
- Large circulation projects (shifting of items, inventory, etc.)
- Day to day tasks (pulling items on hold for patrons, searching for missing items, etc.)

We strive to have our volunteers use their talents, strengths, and to enjoy their time as volunteers.


Program Opportunities

Multiple Shifts Available

 **Adult Volunteer: Circulation Support**
Circulation at THL


VIEW DETAILS

Multiple Shifts Available

 **Teen Volunteer: Circulation Support**
Circulation at THL

VIEW DETAILS




Multiple Shifts Available

 **Adult Volunteer: Circulation Support**
Circulation at THL


VIEW DETAILS


[See more opportunities](#)


Causes




Contact


 (972) 291-7323 ext. 1330

 andrew.doyle@cedarhilltx.com

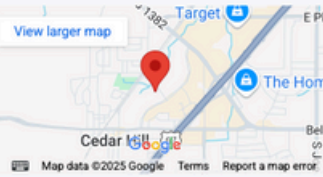
 Andrew Doyle

 Lead Library Service Representative

Location


 450 Pioneer Trail
Cedar Hill, TX 75104

[View larger map](#)



Map data ©2025 Google Terms Report a map error

Office Hours

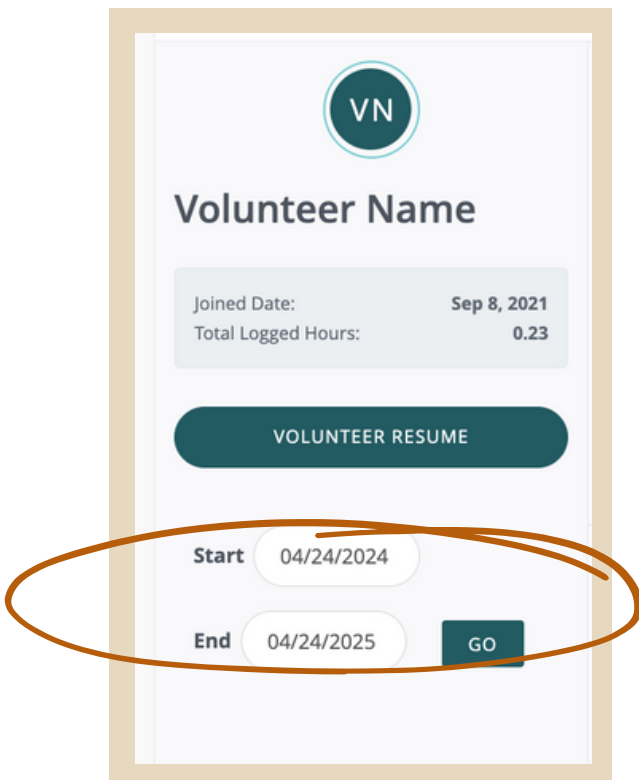
 Monday: 10AM-9PM

Tuesday: 10AM-9PM

Wednesday: 10AM-6PM

Volunteer Resume

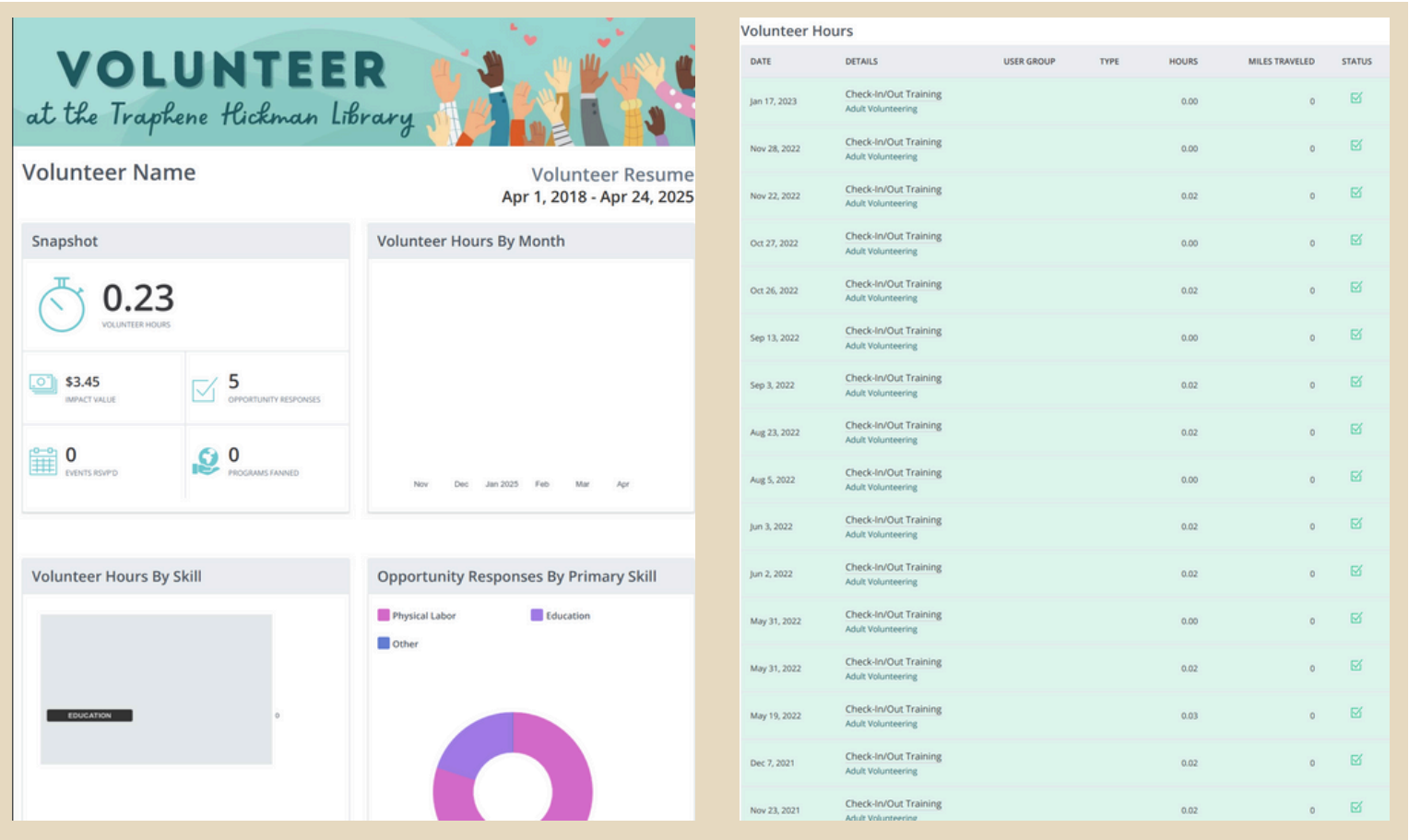
Want to print out your volunteer resume for reporting to your school/club?
Visit the volunteer resume link on your dashboard.



You will be taken to a page where you can select the time frame in which you'd like to view your volunteer resume. You can view it from the start of your volunteer time at the library or a portion. Once you hit the "go" button it will take you to your pretty volunteer resume!

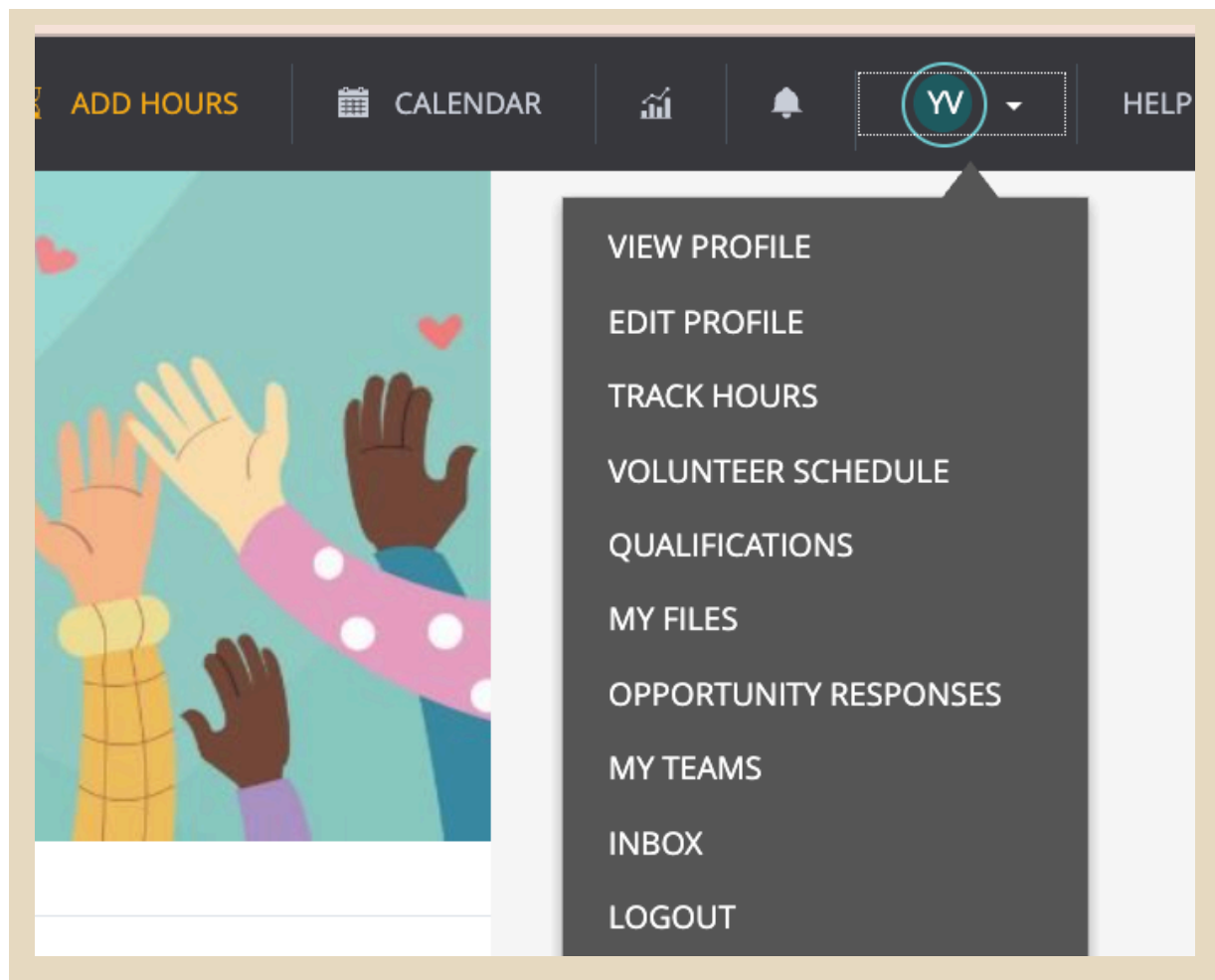
Your resume will look similar to this! You'll be able to see a summary of your volunteer time as well as all the shifts that you have signed up for.

It will be a multi-page pdf document that you have the option to download to your computer and print out or attach in an email to someone.



Settings

To view your profile, edit your profile, your volunteer schedule, and more, visit the settings in the upper right hand corner.



Change Password

Current Password

New Password ?

Repeat New Password

UPDATE PASSWORD

Availability

Your availability information is helpful for managers who are looking for volunteers who can work certain shifts. If you do not want managers to be able to schedule you for a shift based on your availability, you can disallow scheduling at the bottom of this page (under "Settings").

	Morning	Afternoon	Evening	Don't schedule me
Mon	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tue	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Thu	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fri	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sat	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sun	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

UPDATE AVAILABILITY

Data and Communication Settings

Email preferences

MANAGE MY PREFERENCES

Contact me in the event of a disaster * ?

ON

Allow scheduling ?

ON

Download all account data ?

EXPORT MY DATA

UPDATE SETTINGS

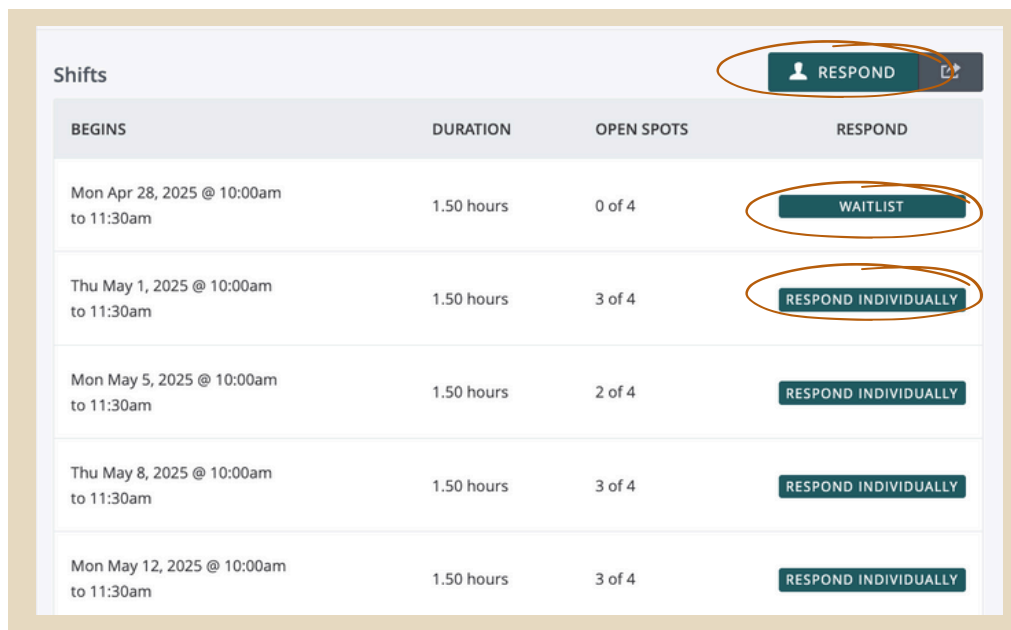
If you click “Edit Your Profile” you can edit your personal information as well as update your password, your availability, and your notification preferences!

Signing Up for Opportunities

Cancelling Your Sign-Up

Signing Up for an Opportunity

Step 1: Click on an opportunity and see if it's something you'd like to do.
You will be able to view the single date or multi date for this opportunity.

A screenshot of a web interface titled 'Shifts'. It contains a table with four columns: 'BEGINS', 'DURATION', 'OPEN SPOTS', and 'RESPOND'. The table lists five shifts, all with a duration of 1.50 hours. The first shift, 'Mon Apr 28, 2025 @ 10:00am to 11:30am', has 0 of 4 open spots and a 'WAITLIST' button. The subsequent four shifts have 3 or 2 of 4 open spots and a 'RESPOND INDIVIDUALLY' button. In the top right corner of the interface, there is a 'RESPOND' button with a person icon. Several buttons are circled in orange in the original image: the top 'RESPOND' button, the 'WAITLIST' button, and the 'RESPOND INDIVIDUALLY' buttons for the four later shifts.

BEGINS	DURATION	OPEN SPOTS	RESPOND
Mon Apr 28, 2025 @ 10:00am to 11:30am	1.50 hours	0 of 4	WAITLIST
Thu May 1, 2025 @ 10:00am to 11:30am	1.50 hours	3 of 4	RESPOND INDIVIDUALLY
Mon May 5, 2025 @ 10:00am to 11:30am	1.50 hours	2 of 4	RESPOND INDIVIDUALLY
Thu May 8, 2025 @ 10:00am to 11:30am	1.50 hours	3 of 4	RESPOND INDIVIDUALLY
Mon May 12, 2025 @ 10:00am to 11:30am	1.50 hours	3 of 4	RESPOND INDIVIDUALLY

If you click “Waitlist” you will be added to the waitlist for this date. In the event someone cancels the person at the top of the waitlist will get moved to the opportunity. Unless you are moved off the waitlist please do not show up for the opportunity. You can remove yourself from the waitlist by clicking it again.

If you click “Respond Individually” it will take allow you to sign up for the individual shift.

If you click “Respond” in the upper right corner it will prompt you to pick the dates you want. See the following page.

Opportunity Response

Please review the Opportunity details below and fill out any required fields. When you're ready, click Submit Opportunity Response to finish. That's it! If we need anything else, we'll reach out to you.

Opportunity Information

Opportunity Name: [Adult Volunteer: Circulation Support](#)
Program Name: [Circulation at THL](#)
Your Name: Volunteer Name

Opportunity Shifts

- | | | |
|--|--|--|
| <input checked="" type="checkbox"/> Thu May 1, 2025 @ 10:00am | <input checked="" type="checkbox"/> Mon May 5, 2025 @ 10:00am | <input checked="" type="checkbox"/> Thu May 8, 2025 @ 10:00am |
| <input checked="" type="checkbox"/> Mon May 12, 2025 @ 10:00am | <input checked="" type="checkbox"/> Thu May 15, 2025 @ 10:00am | <input checked="" type="checkbox"/> Mon May 19, 2025 @ 10:00am |
| <input checked="" type="checkbox"/> Thu May 22, 2025 @ 10:00am | <input checked="" type="checkbox"/> Mon May 26, 2025 @ 10:00am | <input checked="" type="checkbox"/> Thu May 29, 2025 @ 10:00am |
| <input checked="" type="checkbox"/> Mon Jun 2, 2025 @ 10:00am | <input checked="" type="checkbox"/> Thu Jun 5, 2025 @ 10:00am | <input checked="" type="checkbox"/> Mon Jun 9, 2025 @ 10:00am |
| <input checked="" type="checkbox"/> Thu Jun 12, 2025 @ 10:00am | <input checked="" type="checkbox"/> Mon Jun 16, 2025 @ 10:00am | <input checked="" type="checkbox"/> Thu Jun 19, 2025 @ 10:00am |
| <input checked="" type="checkbox"/> Mon Jun 23, 2025 @ 10:00am | <input checked="" type="checkbox"/> Thu Jun 26, 2025 @ 10:00am | <input checked="" type="checkbox"/> Mon Jun 30, 2025 @ 10:00am |

Respond to All Shifts

No

Show All

SHOW PAST SHIFTS

Additional Volunteer Information

Response Notes ?

Response Notes

SUBMIT OPPORTUNITY RESPONSE

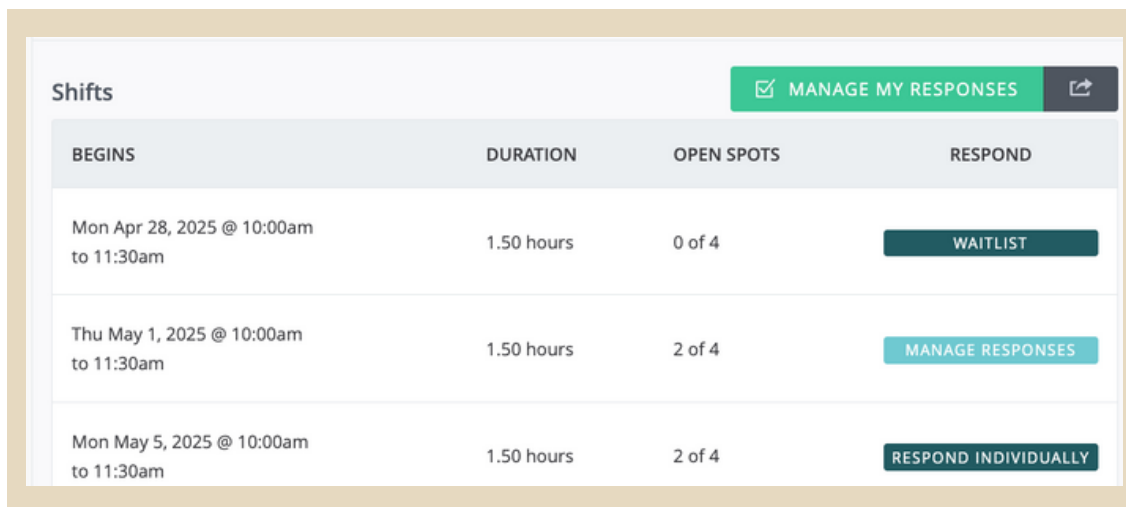
CANCEL

Cancelling Your Shift:

What happens if I know that I can't make it to an opportunity or if I accidentally signed up for something? It is very important to make sure that you are signing up for the right dates & times.

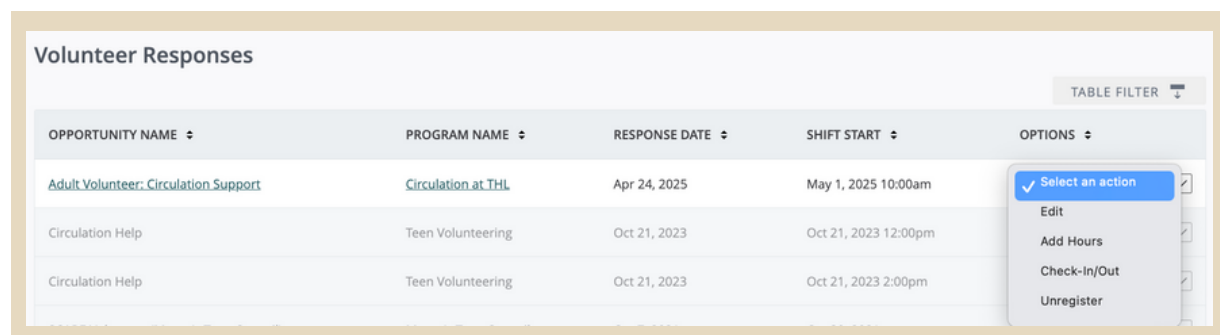
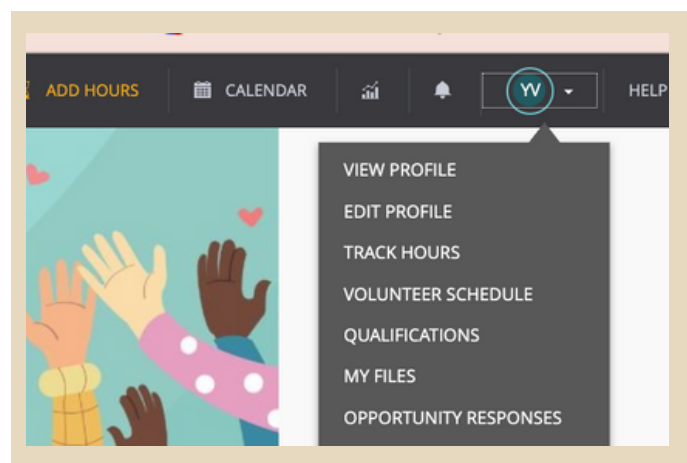
You can cancel one of two ways:

Visit the opportunity and then click "Manage Responses"



BEGINS	DURATION	OPEN SPOTS	RESPOND
Mon Apr 28, 2025 @ 10:00am to 11:30am	1.50 hours	0 of 4	WAITLIST
Thu May 1, 2025 @ 10:00am to 11:30am	1.50 hours	2 of 4	MANAGE RESPONSES
Mon May 5, 2025 @ 10:00am to 11:30am	1.50 hours	2 of 4	RESPOND INDIVIDUALLY

Or you can visit the upper right corner of your dashboard and click "Opportunity Responses". From there you can "Unregister" from the desired opportunity.



OPPORTUNITY NAME	PROGRAM NAME	RESPONSE DATE	SHIFT START	OPTIONS
Adult Volunteer: Circulation Support	Circulation at THL	Apr 24, 2025	May 1, 2025 10:00am	Select an action
Circulation Help	Teen Volunteering	Oct 21, 2023	Oct 21, 2023 12:00pm	Edit
Circulation Help	Teen Volunteering	Oct 21, 2023	Oct 21, 2023 2:00pm	Add Hours
				Check-In/Out
				Unregister

What happens in the event of an emergency and I'm unable to make my shift?

We completely understand that instances that are outside of your control may happen! For our opportunities we appreciate as much advance notice as possible if you are unable to show up.

If you are unable to cancel your sign-up from your computer or mobile app please do two things:

1. Call the library to let them know that you are unable to make it.
2. It is on the volunteer to then send a follow up email to your volunteer coordinator after the fact (it could be the next day even) that you were unable to make it.

In the event of a total of three no-call-no-shows the volunteer will be removed from the library's volunteer program and they will have to wait three months to re-apply to the program.

FAQ's

Do we allow court ordered volunteering?

Adult Volunteering: The library does not offer court ordered volunteering at this time.

Teen Volunteering: Please contact chelsey.randel@cedarhilltx.com to look at eligibility for court ordered volunteering.

How can I reset my password?

To reset your password click the "Forgot your password?" link on login page. Follow the prompts from there.

When will my qualifications be approved to volunteer?

Qualifications are manually approved by the volunteer coordinators, please allow some time before they are approved. An automatic email will generate will be sent by the site to let you know they are approved.

I have a separate log that needs to be signed for volunteer hours, how do I get those signed?

Volunteers that have a separate log for their volunteer hours are responsible for getting that signed at their shifts by their site supervisor.

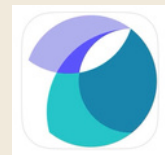
Does the library provide recommendation letters?

Volunteers can obtain letters of recommendation from their Volunteer Coordinators or Program Managers by reaching out to them by email. Recommendation letters need to be requested two weeks in advance.

Is there an app that I can download?

Yes there is a app where you can access your volunteer dashboard, sign-up for opportunities, etc.

The app is called "Causer-Get Connected"



Vocabulary

Volunteer Coordinator

There are two volunteer coordinators. One for Teen Services and one for Adult Services. They are your overarching contacts that are responsible for the volunteer program at the library.

Program Manager

Your program manager is the person that is over that volunteer area of the library. Their contact information can be found in the Program information.

Site Supervisor

Your site manager is who you will report to for the opportunity that you signed up for. Their contact information is listed in the opportunity information. They will be the ones to give you direction on what you will be doing and provide necessary training.

Opportunities

Opportunities, or other wise known as shifts, are what you as a volunteer will sign up for.

Qualifications

Qualifications are requirements to participate in volunteer opportunities. Some qualifications are not only required by us, but by the City of Cedar Hill's HR Department.