

# CRANDON PUBLIC LIBRARY

## VOLUNTEER POLICY

### **Types of Volunteers**

**Community Volunteers** are those individuals or groups who volunteer at the library based upon a willingness to serve our patrons and our community.

**Community Service Volunteers** are those individuals who volunteer at the library based on a court-ordered mandate or other similar arrangement.

**Fine Re-payment/Work Program:** Those individuals looking to volunteer to 'pay down' their library fines. This program is separate from the volunteer program. This program is NOT available in every fine re-payment situation. In order to work to pay down your fines you must contact the Library Director for program information.

### **I. Purpose**

A. Volunteers assist the library in meeting its commitment to its mission to provide quality service. While providing this valuable assistance, volunteers connect the library to the community in a way that encourages citizens to become familiar with the library and its many resources. Volunteering also creates opportunities for community members to connect with each other and the library staff. Volunteer services are intended to enhance rather than replace adequate staffing.

B. This policy provides guidelines for volunteer recruitment, screening, training, management, and recognition.

### **II. Guidelines**

A. A volunteer is a person who donates time, talent, or services to support the library and its activities without expectation of future employment, wages, benefits, or compensation of any kind.

B. Volunteers will be recruited through a variety of methods (in-library announcements, newspaper articles, Friends of the Crandon Library, requests to community organizations, etc.) to meet specific as well as general library volunteer needs.

C. Volunteers who plan to work at the library on an on-going basis or are volunteering to meet community service requirements must fill out an application form. The application form will be kept on file for at least one year or until the volunteer asks to be removed from consideration. Information on the application form will be kept confidential.

D. Volunteer assignments will be based on the qualifications and interests of the applicant, the needs of the library at the time, and the volunteer's ability to make the necessary time commitment. The library cannot guarantee a position for each potential volunteer.

E. Due to the sensitive nature of some library volunteer positions adult volunteers may be required to undergo a background check prior to beginning their volunteer work.

F. Children under the age of 16 must have the consent of a parent or guardian to volunteer. Children under the age of 10 must be accompanied by an adult when volunteering.

G. Library staff will maintain records of volunteer contact information and activities and provide the documentation needed to verify community service.

H. Volunteers will be informed of and agree to abide by the library's policies and rules. Volunteers working inside or outside the library facility are also expected to observe the same standards of safety and rules as Library employees.

I. Each volunteer will be supervised and supported by a staff member who will provide the volunteer with appropriate training and supervision, and regular feedback. Volunteers are permitted in the staff area under the direction of their supervisor.

J. Some volunteers will have regularly scheduled times for their projects or assignments. If they are unable to be at the library for their scheduled times they are asked to call the library and inform staff.

## **Volunteer Rights and Responsibilities**

### **Volunteer Rights**

Volunteers expect and enjoy certain rights when they donate their time. Library volunteers' rights include:

- \* To be appropriately recognized and appreciated for their efforts.
- \* To be given guidance and direction.
- \* To be provided orientation, training, support, supervision and evaluation.
- \* To be trusted and respected by Crandon Library staff.
- \* To have a clear understanding of the job including duties, responsibilities, support person structure and time commitment.

### **Volunteer Responsibilities**

Volunteers also have specific responsibilities to the Crandon Public Library. These include:

- \* To be open and honest regarding intent, goals and skills.
- \* To accept only assignments you can confidently perform and have a clear understanding of the job.
- \* To carry out duties promptly and reliably.
- \* To cooperate with the staff and accept the guidance and direction of the Volunteer Coordinator and other library staff.
- \* To understand the function of the paid staff, maintain a smooth working relationship with them, and stay within the bounds of volunteer responsibility.
- \* To participate in any training required by the Crandon Public Library.
- \* To respect confidentiality.

- \* To discuss satisfactions, dissatisfactions, or any other concerns with the Library staff so that they may be discussed and resolved.
- \* To be punctual, and notify the Library staff of absences as much in advance as possible.
- \* To notify the Library staff if you change or end your volunteer time with the Crandon Public Library.
- \* To keep a record of volunteer hours by signing in and out.
- \* To wear a name badge that identifies you as a library volunteer.
- \* To be alert, sober and drug free while volunteering.
- \* To dress appropriately for customer contact in a public library as well as to perform the assigned volunteer work.
- \* To limit telephone calls while on volunteer duty to emergencies only.
- \* To treat staff, customers and other volunteers with courtesy, respect and fairness regardless of race, ethnicity, age, disability, religion, gender, sexual orientation or politics.
- \* In the event of an emergency in the library, please contact the nearest staff

### **Confidentiality**

Volunteers are responsible for maintaining the confidentiality of all library information. All volunteers observe the same code of ethics as the paid staff of the Library. Library customer information (written, verbal, or visual) is considered confidential. Information pertaining directly or indirectly to any staff member, customer or another volunteer shall not be repeated or discussed inside or outside the Library. Volunteers are permitted in staff areas when assigned to work there by a library staff member and under direct supervision of the staff member. A violation of confidentiality may result in immediate suspension from volunteer status.

### **In Closing**

We appreciate your willingness to volunteer with the Crandon Public Library. We hope you will enjoy your experience as a volunteer. As you learn your volunteer duties, feel free to ask questions. Our staff is pleased to have your assistance and is happy to help you become familiar with the library. Your commitment allows the library to most effectively serve our patrons' needs. Thank you.