

# Volunteer Policy

## **Policy Statement**

The Brandon Township Public Library ("Library") has established a volunteer program that strives to reach a maximum level of public service to the community. Volunteers support staff and provide assistance with services and tasks that further the Library's mission.

## **Regulations**

1. The Library Director or Assistant Director ("volunteer coordinator") shall oversee the volunteer program and may enlist other staff or volunteers to assist in training and program administration.
2. Library volunteers are identified as persons who regularly perform duties or tasks for the Library for a defined period of time without wages or benefits.
3. The Friends of the Library volunteers are governed by their own policies and bylaws and, as such, are not regulated by this personnel policy. Any conflicts between the policies or practices of the Friends and the Library will be resolved by the Library Director and the Friends Board.
4. Groups such as Girl Scouts, Boy Scouts, etc., completing volunteer hours as a group and supervised by their group leader(s), must be approved and scheduled by the volunteer coordinator. Members of these groups may be of any age.
5. Volunteers must be age 14 or older and complete the Volunteer Application and Agreement and submit it to the volunteer coordinator.
6. Persons under 18 years of age must have a completed work permit and written permission from a parent or legal guardian to serve in any volunteer capacity with the Library.
7. If there is no suitable volunteer service compatible with the applicant's skills, interests, or schedule, the applicant will be notified. The application will be kept on file for one (1) year, and the applicant will be contacted if there is an appropriate opening during that time.
8. Volunteers over the age of 18 will undergo a pre-screening process that includes a background check. Refusal will result in immediate disqualification.
9. The Library retains the right to use discretion in accepting court-ordered community service volunteers based on Library needs and the nature of the volunteer's offense.
10. When the Library accepts a volunteer or community service member's offer of service per application, they will be required to attend an orientation session. At an orientation, the volunteer coordinator will:

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- a. Review the volunteer policy.
  - b. Provide instruction about sign-in and sign-out procedures.
  - c. Conduct a tour of the Library with an introduction to the Library staff at that time.
  - d. Review duties and confirm volunteer commitment.
  - e. Discuss personal and building safety matters.
  - f. Specify appropriate responses to other Library patrons.
  - g. Initiate or schedule training as needed and define task responsibilities.
11. Volunteers are recognized by the public as being associated with the Library and shall be guided by the same work and behavior code as Library employees. This will include, but not be limited to:
- a. Dress and grooming must be appropriate for a business environment and the tasks assigned.
  - b. Name tags are worn at all times while volunteering for the Library.
  - c. Adherence to sign-in and sign-out procedures with advance notice to the volunteer coordinator or designee in the event of absence or lateness for a scheduled time.
  - d. Courteous and proper interaction with Library patrons. All patron questions other than directional (Where are the restrooms? Where are the computers? etc.) should be referred to Library staff.
  - e. Responsibility for updating personal data (such as change of address, telephone number, or emergency contact information) with the volunteer coordinator.
  - f. Observance of the Library's drug-free workplace status. Use of alcohol, marijuana, illegal drugs, or tobacco products is prohibited on Library property, as is reporting for service under the influence of these substances.
  - g. Immediately reporting to a Library staff supervisor any occurrence of injury, minor or severe. If any assignment appears to cause physical discomfort or could lead to personal injury, the volunteer should report this to the volunteer coordinator or the staff supervisor without delay.
  - h. Harassment toward another person in the Library or on Library grounds is strictly prohibited. This includes unreasonably interfering with anyone's work or creating an intimidating, hostile, or offensive environment. Any concerns or questions about the behavior of Library patrons, staff, or other volunteers should be referred to and addressed by staff supervision or the volunteer coordinator. Under no circumstances should a volunteer or

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community service worker initiate a confrontation with Library patrons, staff, or other volunteers.

- i. Volunteers are not allowed to sit at public service desks or use staff computers unless specifically assigned to an area by the volunteer coordinator or a staff supervisor.
  - j. Library-owned equipment, such as copiers/printers, fax machines, computers, supplies, etc., is for Library use only and may not be used for personal business. No equipment or material should be removed from the Library without prior submission of a written request by the volunteer and prior written approval from the Library Director, the volunteer coordinator, or a staff supervisor.
  - k. All transactions between Library patrons, staff, and/or volunteers are completely confidential. This includes any information about materials a patron has looked at, asked for, requested, or checked out, as well as questions asked by Library patrons.
12. Volunteers may participate in a regular review process formally or informally, written or verbal. Volunteer service is a privilege that may be revoked at any time, within the sole discretion of the Library Director or volunteer coordinator. Two absent shifts in a row without advanced notice will result in being removed from the schedule.
  13. Volunteers who wish to end their volunteer status with the Library early should notify the volunteer coordinator about the decision and the effective date. Volunteers may be asked to participate in an exit interview. Volunteer files, including background checks, will be kept confidential and retained for a period of two years.

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