



Volunteer Expectations

Age Requirements: Volunteers must be at least eighteen (18) years of age in order to work as a library volunteer. Children and teen volunteer programs are separate from this program; the Children's Department interviews teen volunteers for the Summer Library Program and beyond.

Absences and Tardiness: Volunteers are expected to be reliable in the performance of their volunteer duties. Attendance is expected to be dependable and punctual. If you are unable to report, or if you will arrive late, contact the Volunteer Supervisor immediately.

Attendance: It is important to keep track of volunteer hours. A sign-in clipboard is available in the staff area, in order to track accurately the number of volunteer service hours. Tracking volunteer time and attendance is used for recognition, safety, awareness and evaluation of the program.

Background Checks: All volunteers are required to have a background check prior to service. The volunteer application serves as the signed consent for the background check. A conviction does not automatically disqualify a volunteer for a project. The seriousness and recency of the crime and the frequency of violations will be considered.

Confidential Information: Volunteers are responsible for maintaining the confidentiality of all information to which they are exposed, while serving as a volunteer. Confidential information is not to be shared with your family, friends or acquaintances. Do not discuss library business with anyone who does not volunteer for us. No information about a library patron from any source is to be disclosed. If you are questioned by someone and you are concerned about the appropriateness of giving out certain information, refer that request to the Volunteer Coordinator.

Dress Code: Volunteers are expected to follow the same code of dress as any employee. Volunteers are the face of the library when completing volunteer service, and as such, we ask you to represent the library in a professional and appropriate fashion. Clothing should be clean and non-offensive, omitting any clothing with inappropriate or offensive sayings. Personal safety should be maintained in the work environment.

Driving Record & Insurance: Volunteers whose service requires operation of a motor vehicle need to maintain a valid driver's license and proof of insurance. Any change to either of these must be reported to the Volunteer Coordinator immediately.

Harassment: As a volunteer you are responsible for keeping the volunteer environment free of harassment. A volunteer who becomes aware of harassment, whether by witnessing an incident or being told of it, must report it to the Volunteer Coordinator. The library is obligated by law to take prompt and appropriate action.

Personal Use of Property: Personal use of library property is not allowed. Volunteers are held to the same standards as library employees, who are expected to check out any library materials, follow due dates and adhere to damage policies, utilize computer usage, meeting room usage or study rooms as laid out for all patrons.

Safety: Safety is everybody's business. We want to protect you against injury and illness. Please report all injuries to the Volunteer Coordinator immediately. Report safety hazards. Familiarize yourself with emergency procedures for fire, tornado, power outages and evacuations. Know the location of fire extinguishers and emergency door exits.

Security: Develop habits that ensures security as a matter of course, including keeping cash and valuables properly secured, assuring that all entrances are properly locked and secured, wearing your name tag.

Smoking: The library is a smoke-free facility.

Theft: Theft of any type is not tolerated, including unauthorized use of library services or facilities, or taking of library property for personal use. No item should be removed from the library premises without authorization of the Volunteer Supervisor or Volunteer Coordinator. Failure to properly check out library materials is considered theft. All library materials MUST be checked out! There are no exceptions to this rule.

Volunteer Coordinator and Supervisor: The Volunteer Coordinator manages the library volunteer program. The Volunteer Supervisor is assigned to a particular volunteer task(s). Day-to-day activities related to a specific volunteer assignment is the responsibility of the Volunteer Supervisor. There may be several Volunteer Supervisors. The Volunteer Coordinator is responsible for orientations, general questions concerning volunteers and addressing inquiries, complaints and concerns of the volunteer pool.

Work Limitations: Volunteers should disclose to the Volunteer Coordinator any disabilities or work limitations that may affect job performance. A doctor's written authorization indicating that a volunteer may perform specific volunteer functions may be required.

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