

Mclver's Grant Public Library

Volunteer Policy

Scope: This policy provides overall guidance and direction to management, staff, and volunteers. It does not constitute, either implicitly or explicitly, a binding contractual or personnel agreement. Unless specifically stated, this policy applies to all volunteers in all programs and projects undertaken on or on behalf of the Mclver's Grant Public Library.

Definition: A volunteer is one who performs a service of his or her own free will; who contributes time, energy and talents directly for the Mclver's Grant and is not paid by library funds. All volunteers must be approved by the library director prior to performance of assigned tasks.

Policy Statement: It is the policy of Mclver's Grant Public Library to encourage community-minded people to serve as volunteers. Volunteers' energy and talents help the Library meet its commitment to providing quality service to the public. Volunteer services aid the Library in making the best use of its fiscal resources and help connect the Library to other community groups and organizations.

Volunteers are recognized by the public as representatives of the Library and shall be guided by the same work and behavior codes as employees. Volunteers are required to follow all of the rules contained in all library policies and guidelines, especially those that relate to patron privacy and confidentiality. Volunteers are considered "at will" the Library reserves the right to terminate a volunteer's working association with the Library at any time, for any reason.

How to Become a Volunteer

- All volunteers are required to fill out a *Volunteer Application* form.
- All volunteers are required to bring a letter of recommendation by someone other than a family member.
- The library director will review the completed application form and letter of recommendation.
- Volunteers are selected based on their qualifications in relation to the needs of the library at any given time.
- Volunteers under consideration may be subject to a background check.
- Volunteers selected will meet with the library director and complete a brief orientation session.
- If not selected, applications will be kept on file for six months.
- Acceptance of an application is at the library's discretion.

Job Orientation and Training

Before beginning a volunteer assignment, the supervisor in charge will be responsible for the following:

- Take the volunteer on a tour of the building.
- Introduce volunteer to library staff.
- Review library and volunteer policies.
- Review job duties and expectations.
- Confirm work dates, times, and anticipated duration of the assignment.
- Supply volunteer with a name tag and review sign-in and sign-out procedures.
- Provide training on any new skills needed to perform assigned tasks.
- Discuss procedures for obtaining, using, and caring for needed supplies.
- Provide safety orientation.
- Review locations of parking, restrooms, water fountains, first aid kits, and places for personal items such as purses/coats, etc.

Guidelines for Volunteers

- Volunteers work hours at the library when supervisors are readily available. The number of volunteers accepted is based on the amount of work and supervisory time available.
- Volunteers should notify their supervisor or the library director as soon as possible if they know they will be late or absent.
- Volunteers must sign in and sign out using their volunteer sign-in sheet.
- Volunteers are ambassadors for the library and need to present a positive image to the public. (See code of rules and ethics).
- If a volunteer is dressed in an inappropriate manner, they may not be able to work their shift. (See Dress Code)
- Volunteers should maintain a professional, friendly demeanor at all times and are asked to direct all questions to a staff member. Staff members are trained to deal with questions about the library's collection, services, policies and procedures.
- Volunteers are responsible for updating personal data, such as change of address or telephone number, etc., with the Volunteer Coordinator.
- Volunteers who are family members of library staff may not be placed under the direct supervision of their family member.
- Volunteers are not allowed to sit at public desks or use staff computers. All transactions between Library users and staff or volunteers are strictly confidential. Volunteers are required to uphold this policy. This includes any information about materials a patron has looked at, asked for, requested or checked out, as well as reference questions asked by Library users. Chapter 8, Title 10 of the Tennessee Code Annotated stipulates that public library circulation and registration records are confidential.

- Volunteers agree that the library may at any time, for whatever reason, decide to terminate the volunteer's relationship with the library.
- Library owned equipment and supplies are for library use only. Personal telephone calls and cell phone calls are prohibited except in the case of an emergency and then must be kept brief and not made at a public desk. Volunteers should ask a staff member if he/she needs to make a telephone call. Library-owned equipment, including copy machines, fax machines, computers, puppets, supplies, and other materials are for library use only and may not be used for personal business. No equipment or material is to be removed from the Library.
- Volunteers are asked to be alert at all times to safety hazards and to report unsafe acts or conditions to their supervisor. Volunteers should also notify their supervisors of any assignment which causes physical discomfort or which could lead to personal injury. All injuries, whether minor or serious, must be reported directly to your supervisor or the library director.
- Volunteers who are interested in paid employment with the library will compete with all other applicants responding to notices for available positions.
- Volunteers who fail to meet the requirements of the job descriptions, violate library policies, or violate city, local, state or federal law while working at the library, are subject to dismissal.
- To end a volunteer commitment, please notify your immediate supervisor or the library director of that decision and the effective date.
- The supervisor may meet with the volunteer regularly to review job performance. Evaluations may be formal or informal and may be written or verbal.

Volunteer Opportunities

Tasks that may be performed by volunteers are listed below, however not all opportunities are available at all times.

- Shelve books and other materials
- Dust books and shelves
- Shelf read
- Clean materials
- Help with programs and projects
- Process new materials
- Clerical tasks

Supervision

Each volunteer will have an on-site supervisor and is expected to follow the procedures established by that staff member. This supervisor is responsible for day-to-day management and guidance of a volunteer's work and will be available for consultation and assistance. Volunteers should feel free to ask any questions of this person or report any problems or concerns about their assignment. If this supervisor is not available, the volunteer may discuss any problems with the library director.

Volunteers are expected to perform their assigned duties to the best of their abilities and to be loyal to the mission, values, goals and policies of the library. All volunteers should keep their supervisor informed of their projects and work status, and of their comings and goings in the library.

Code of Rules and Ethics:

1. Be on time
2. Personal calls or texts, either incoming or outgoing, and personal visits should be kept to a minimum.
3. Do not argue with the library director, supervisor, or other staff members.
4. Do not disrupt the atmosphere of the library.
5. Work at steady pace.
6. Do not read newspapers or magazines while working.
7. Do not leave the library until you have signed out.
8. If you do not understand your assigned duties, ask one of the staff members.
9. Work hard and do the job correctly.
10. Using tobacco, alcohol, or drugs are prohibited on the library property.
11. Volunteers shall not use profanity on the library property.
12. Volunteers shall treat patrons of all races, religions, and cultures with respect and dignity.
13. All information on patrons, volunteers, and staff is confidential and may not be shared.
14. All property of the library is for library use only.
15. Sexual harassment or making improper advances toward other volunteers, guests, employees, supervisors, or members of management are not permitted. Sexual harassment includes unwelcome or unsolicited verbal, physical, or sexual conduct that is made a term of condition of service or employment, is used as the basis of employment or advancement decision, or has the purpose or effect of offensive environment. Any sexual harassment needs to be reported immediately to the volunteer's supervisor or the library director.

Dress Code:

Inappropriate dress:

1. Clothing that exposes the midriff, navel, or cleavage.
2. Clothing or other apparel that displays obscene, profane, derogatory, or violent related messages, themes, designs, or pictures.
3. Poorly fitted clothing (too tight or too baggy)
4. Clothing in poor condition (large tears, holes)

5. No short shorts, dresses, or skirts that are more than 3 inches above the knee.
6. Provocative/revealing attire-e.g. halter tops, tube tops, spaghetti strap dresses, halter dresses, transparent or semi-transparent clothing that exposes undergarments.
7. Volunteers should not display any tattoos, body art, or branding with offensive design, logo, or wording.
8. Specific situations and dress may be reviewed at the discretion of the library director.

Library Volunteer Application Form

Name: _____ Date: _____

Address: _____

Telephone: (Home) _____ Telephone (Cell) _____

E-mail: _____

Are you 18 years or older? (Circle) YES NO

Male or Female (circle)

I am a (check all that apply):

Middle School Student

Adult

High School Student

Senior

College Student

I am seeking this volunteer position:

To satisfy school/class/scholarship requirements that I need to complete by:

 To become a regular volunteer

Have you been convicted of a felony within the last 7 years? _____

If yes, please explain: _____

Employment Information

Current Employer: _____

Position/Title: _____ Person of Contact: _____

Volunteer Information

Have you ever volunteered before? (circle) YES NO

If so, where? _____

Brief description of duties:

Please list any special interests, skills or hobbies:

Please List any physical limitations the library should know about:

Availability

Sun Mon Tues Wed Thurs Fri Sat

Begin time: _____

End time: _____

I will be able to volunteer starting: _____

I need to complete my volunteer service by: _____

I need to complete _____ hours

Letter of Recommendation: (This letter should be written by someone other than a family member or a friend and presented at the time of the application.)

Person to contact in case of emergency

Name: _____

Relationship: _____

Telephone: (Home) _____ Telephone: (Work) _____

E-mail: _____

Applicant's Statement

I certify that the information on this application is true and correct and acknowledge that falsification of this application is grounds for disqualification.

I authorize investigation of all statements contained in this application as may be necessary in arriving at a volunteer service decision.

By signing this form, I hereby acknowledge I have read and understood the above statements.

Signature of Applicant: _____

Date: _____