(Library Name) Volunteer Policy

VOLUNTEERS UNDER THE AGE OF 18

Young adults between the ages of 14-17 may apply to volunteer for the (Library Name) in positions for which they are qualified. They must have written parental consent.

JOB ORIENTATION

The Library Director (Volunteer Coordinator) will provide the following orientation:

* Tour of the building
* Introduction to the library’s staff
* Review the volunteer policy
* Review job duties and expectations
* Confirm work schedule and projected duration of participation
* Supply a name tag and review sign-in and sign-out procedures
* Provide safety orientation
* Review location of parking, restrooms, break room, first aid kit, and places to store personal items
* Review policy for making personal phone calls and cell phone use
* Review policy for conducting persona; business during volunteer hours

SUPERVISION

Each volunteer will be assigned an on-site supervisor and is expected to follow the procedures established by that staff member. The supervisor is responsible for the day-to-day workload and training and is available during the time the volunteer is on duty for consultation and assistance. A well-defined job description will be given to each volunteer outlining the tasks assigned. The supervisor will provide training on new skills needed to perform the job. The supervisor will discuss the procedures for obtaining, using, and caring for library supplies and equipment.

ATTENDANCE

The (Library Name) values the contributions of volunteers and depends on volunteers to be present at scheduled times. Volunteers who know they will be absent or late should notify their supervisor or the library director before their shift begins, or as early in the day as possible.

REPORTING FOR DUTY

Volunteers must sign-in at the beginning and sign-out at the end of their shift. Upon arrival volunteers should report immediately to their supervisor.

APPEARANCE

Volunteers, like paid members of the staff, need to present a positive image to the public. It is expected that volunteers dress and grooming will be appropriate for a business environment and in keeping with the work assignment. Volunteers who work on housekeeping, minor repair and maintenance, and yard work should dress appropriately for the task.

NAME TAGS

A volunteer’s name tag must be worn at all times while volunteering in the library.

CUSTOMER SERVICE

Many volunteers come into contact with library users and may well be the first official contact a visitor has with the library. It is important, therefore, that volunteers maintain a professional, friendly manner at all times. All patron questions other than directional are to be referred to a staff member who is trained to provide informational services for patrons.

CONFIDENTIALITY

Volunteers who work at the circulation desk or have access to patron information must do so in such a way as the patron’s privacy is protected. ALL transactions between library patrons, staff or volunteers are strictly confidential. Volunteers are required to uphold this policy. This includes and information about materials a patron has looked up, asked for, requested or checked out, as well as reference questions asked by any library patron. State of Maine statutes provide that in regards to public libraries information relating to the identity of a library patron relative to their use of books and other material at the library is confidential.” (Chapter 4-A, 27 M.R.S. Section 121) The American Library Association reaffirms First Amendment rights and state statutes by standing firm against “any use of government prerogatives which lead to the intimidation of the individual or the citizenry from the exercise of free expression” (ALA Policy 53.4).

PERSONAL INFORMATION

Volunteer are asked to keep their personal information up-to-date with their supervisor. This information includes any change of address, contact telephone number, including emergency contact information.