(Library Name) Volunteer Policy

The (LIBRARY NAME)’s volunteers are a significant addition to the Library’s staff. Volunteers perform a wide variety of tasks that are vital to the library. The following policy is designed to promote a maximum degree of excellence.

**Definition of a Volunteer**

One who performs a service of his/her own free will; one who contributes time, energy and talents directly or on behalf of the (LIBRARY NAME) and is not paid by Library funds. All volunteers must be accepted and enrolled by the Library prior to performance of assigned tasks.

**Overall Policy on Utilization of Volunteers**

In order to achieve the vision and mission statement of the (LIBRARY NAME), we view the active participation of citizens, of a variety of ages, as a valuable resource to the Library. After fulfilling Library procedures, the Library accepts and encourages the involvement of volunteers at most levels of the Library and within appropriate programs and activities. Volunteers shall be extended the right to be given meaningful assignments, the right to be treated as an equal, the right to effective supervision, the right to full involvement and participation and the right to recognition of good work.

**Guidelines for Volunteers**

1. Each volunteer is required to wear a volunteer badge.
2. Volunteers will receive regular training from the appropriate supervisor.
3. Report to the supervisor at the beginning and end of each shift.
4. A background check may be made on each adult volunteer.
5. Volunteers will make note of time donated in the Volunteer Notebook.
6. Volunteers will show respect to patrons, other volunteers and staff.
7. Should a Volunteer have a grievance with a staff person, another volunteer or library patron, every attempt will be made to handle the situation through the Library Director or appropriate supervisor.
8. The (LIBRARY NAME) reserves the right to terminate the services of the volunteer if merited.
9. Volunteers may not be used to establish and maintain new library services.
10. Volunteers will not be used to replace or reduce the number of paid staff.
11. Volunteers will be covered with respect to liability insurance in relation to their duties.
12. Volunteers should expect to fulfill a commitment agreed upon with the Library.
13. Volunteers are recognized as contributors to the goals and services of the Library.
14. Volunteers are responsible for maintaining the confidentiality of all library information. Failure to maintain confidentiality will result in immediate termination of the volunteer’s role at the Library.
15. The Library staff will, upon request, provide letters of reference for the volunteer, if deemed appropriate.
16. All volunteers are registered by completing an application form.
17. Each registered volunteer will be interviewed by the Library Director and/or the Volunteer Coordinator. Once approved for service, every attempt will be made to match the skills with the available volunteer positions.
18. All personal information about the volunteer is for internal use only.
19. Written parental permission is required for all junior volunteers (under age 18).
20. If you will be late or absent, notify your supervisor or the person in charge as soon as possible.
21. If you decide to terminate your service to the Library, notify your supervisor as soon as possible.
22. Volunteers should refer patron questions to the staff.
23. Please do not use Library phones to conduct personal business.

**Sample Tasks for Volunteers**

* Shelf reading
* Material shelving
* Help with programs and projects
* Work with the Summer Reading Program
* Light cleaning assignments
* Answering the telephone
* Working at the circulation desk
* Cataloging and processing new materials
* General clerical work
* Special events

Other assignments will depend on the unique skill set of the volunteer.

**Types of Volunteers**

* Adult
* Teen
* Community Service Workers
* Friends of the Library
* Library Board
* Special projects

**Benefits of Volunteering**

* Feeling good about yourself
* A feeling of accomplishment
* Being of service to your community
* Recognition by staff, community, friends, etc.
* Chances of continuing education opportunities
* Meet new people and make new friends