(Library Name) Volunteer Policy

Many of our library policies and procedures apply to volunteers.

**Volunteer Benefits**

As a volunteer, you will:

* Learn new skills
* Meet people and make friends
* Gain experience which could be used on resumes for future jobs
* Gain personal satisfaction
* Help your community
* Learn more about your library
* Gain recognition for your services

An accountant can advise you whether there are travel expenses or other costs which you, as a volunteer, may be able to deduct from your taxes.

**Work Schedules**

We ask our volunteers to commit to work the hours required under their job description. We are dependent on our volunteers to help us do many of the day-to-day tasks that are so important to the operation of the library. It is important that once you agree to be a volunteer, we can rely of you being present.

There are some volunteer jobs that can be done on a more flexible schedule. You should select a job that meets your time requirement—flexible or set schedule.

Please tell your supervisor at least a week in advance of any vacations or planned absences. If you are ill or have an emergency, please call your supervisor or library director as soon as possible.

**Training**

The library staff will provide the training for the job you have been assigned. There may be additional opportunities to learn new skills as you grow in your job, also, and we encourage you to take advantage of as many of these as you would like.

If you find that the volunteer job that you signed up for is not an enjoyable experience, please let us know. We value you as a volunteer and will do our best to find a role for you in the library that is more satisfying for you.

**Time Sheets**

The library likes to keep track of the number of hours our volunteers donate for the betterment of the library. We share these numbers annually with our governing board and town officials. In order for us to keep accurate records we ask our volunteers to complete

the time sheet assigned to them each time they are in the library to volunteer.

**Volunteer Identification Name Tag/Dress Code**

The library does not have a strict dress code for its employees and volunteers. Since we are a public service organization, it is important for all to remember that proper dress is to be expected. We all should strive to make a good impression with the community we serve.

Volunteers will be given a “Volunteer” name tag. We ask you to wear this at all times when you are on duty with us, and to leave it here for other volunteers when you go home.

**Questions**

Your supervisory or the library director is available to answer your questions about the job you have been assigned or any other questions that you might have about the library.

From time to time patrons may ask you questions as well. Please feel free to answer directional questions such as the following:

* Where is the bathroom?
* Can you tell me where the children’s collection is located?
* Do you have a bestsellers shelf?

If you are volunteering in the area of the circulation desk, please feel free to answer the telephone, but we ask that you do not answer technical questions. Please refer the patron to a staff member.

**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 any information about materials a patron has looked up, asked for, requested or checked out, as well as reference questions asked by any library patron. 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).

**Emergencies**

If you or a patron are injured or if an emergency situation is noticed in the library or at a library program, please report it to your supervisor or another member of the staff as soon as possible.

**Evaluations**

We want your experience here at the library to be positive. We are on hand to answer your questions and to assist you as you learn your new job. From time to time, your supervisor will provide you with a written evaluation for the two of you to discuss. The evaluation process is a chance for us to tell a volunteer how well we think he/she is doing, and it is

also an opportunity for the volunteer to tell us how well we are doing in meeting his/her volunteer expectations.

**Exit Interview**

It is important for us to know what you think. When you leave your volunteering position at the library, we would appreciate the chance to talk to you about your experience as a volunteer, so that we can continue to improve the program for others who might want to volunteer at our library in the future. If you plan to leave because you don’t enjoy your work assignment, please remember that we are willing to find another job that you might find more enjoyable.