

## ROLFE PUBLIC LIBRARY VOLUNTEER POLICY

### **Purpose:**

The Rolfe Public Library's volunteers are an important extension of the Library's staff. Volunteers perform a wide variety of tasks that are important to the institution. The following policy is designed to promote a maximum degree of excellence.

### **Scope:**

This policy applies to all volunteers that are involved with the Rolfe Public Library. Since the Rolfe Public Library is a department of the City of Rolfe all city policies must be followed by volunteers at the Rolfe Public Library.

### **Definition:**

1. Volunteer - One who performs a service of his or her own free will; who contributes time, energy and talents directly or on behalf of the Rolfe Public Library and is not paid by Library funds. All volunteers must be accepted and enrolled by the Library prior to performance of assigned tasks.

### **Policy:**

- 1) In order to achieve the vision and mission statement of the Rolfe Public Library, 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.
- 2) Benefits of Being a Volunteer
  - a) Being of service to your community
  - b) References provided
  - c) Meeting new people and making new friends
  - d) Getting to know the library procedures, policies, the effort it takes to run and maintain a library
  - e) Job training for future jobs
- 3) Guidelines for Volunteer
  - a) All volunteers are registered by completing an application form
    - i) The application is found in Appendix I
  - b) The minimum age requirement for a volunteer is 12
  - c) Each volunteer working with the public is requested to wear a volunteer identification sticker
  - d) Reasonable special accommodations will be made upon request
  - e) A background check may be made on any adult volunteer. Background checks will be required for any volunteer that is not directly supervised by a Library employee.
  - f) Volunteers will make note of time donated on a Volunteer slip (see attached)
  - g) Volunteers may be used to increase the Library's services
  - h) Volunteers may not be used to establish and maintain new library services
  - i) Volunteers will not be expected to do anything staff would not do
  - j) Volunteers should expect to fulfill a commitment agreed upon with the Library
  - k) Volunteers are responsible for maintaining the confidentiality of ALL library information
  - l) Failure to maintain confidentiality will result in immediate termination of the volunteer
  - m) The Library will, upon request, provide letters of reference for the volunteer, if deemed appropriate
  - n) Procedures and requirements for the volunteer will vary with age of volunteer
  - o) 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 designee.
  - p) The Rolfe Public Library reserves the right to terminate the services of the volunteer.

- q) All personal information about the volunteer is for internal use only, and will be treated confidentially
  - r) Discriminatory or bullying incidents will not be tolerated
  - s) Volunteers are prohibited from being under the influence of, using, possessing, selling or otherwise being involved with illegal drugs and alcohol
- 4) Tasks That May Be Performed by a Volunteer
- a) Shelf reading
  - b) Shelving material
  - c) Helping with programs and projects
  - d) Helping with the Summer Reading Program
  - e) Light cleaning assignments
  - f) Answering the telephone
  - g) Basic reference work
  - h) Filing
  - i) Special events
  - j) Helping with material selection
  - k) Other tasks as assigned
  - l) Most task assignments will depend on the interest and age of the volunteer.
- 5) Types of Warnings
- a) Verbal
  - b) Written
  - c) Dismissal