

Volunteer Policies

STATEMENT OF PURPOSE

The Englewood Public Library shall use the services of volunteers to supplement the efforts of paid library staff in meeting demands for quality public service. Volunteers aid the library in making the best use of its resources and contribute to a sound relationship with the community. The library and its volunteers work together to meet the goals and mission of the organization.

DEFINITION OF A VOLUNTEER

A volunteer shall be considered as any individual, 14 years of age or older, who contributes time, energy and talents directly or on behalf of the Englewood Public Library and is not paid with library funds.

All volunteers must be accepted into the library's volunteer program by the Library Director or their designee prior to performance of assigned tasks.

HOW TO BECOME A VOLUNTEER

Englewood Public Library has absolute authority to deny a volunteer application; however the library shall not approve or deny the application of a volunteer on the basis of sex, national origin, religion, race, color or disability pursuant to State or Federal statute.

All volunteers are required to fill out a Volunteer Application form. Applicants will be approved to become volunteers at the discretion of the Library Director or their designee based on an applicant's qualifications in relation to the needs of the library at any given time.

The library has absolute discretion to deny an application.

Volunteers under consideration may be subject to a criminal records search and background check.

If the library does not have projects that match a volunteer's interests or qualifications at the time of application, the applicant will be notified and the application will be kept on file for one (1) year.

VOLUNTEERS UNDER THE AGE OF 18

Young people ages 14 – 17 may apply to volunteer for the Library in positions for which they are qualified. They must have written permission from a parent or guardian.

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 day-to-day management and guidance of work and is available 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 assigned tasks. The supervisor will discuss the procedures for obtaining, using, and caring for library supplies and equipment. Any questions, concerns or problems should be reported to the supervisor.

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.

Volunteers who are family members of library staff may not be placed under the direct supervision of their family member.

ATTENDANCE

The Library 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 administration office before their shift begins, or as early in the day as possible. A weekly schedule will be made two weeks in advance. Unless otherwise discussed, shift will start one hour after opening and end one hour before closing.

REPORTING FOR DUTY, WORK HOURS

Volunteers must sign-in at the beginning and sign-out upon completion of their shift and report immediately to their supervisor. Volunteers typically work 4 – 5 hour shifts one or two days a week.

APPEARANCE

Volunteers 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. Jeans and t-shirts are permitted, as long as they are clean and do not represent inappropriate materials or political orientation. Sweats are not permitted. Shorts, dresses or skirts must be past the knee. Please remember that there is a lot of bending and kneeling while working in the library, and it is never appropriate for a bare back or midriff to show.

CUSTOMER SERVICE

Many volunteers come into contact with Library patrons and may well be the first official contact a patron has with the Library. It is important, therefore, that volunteers maintain a professional, friendly demeanor 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/PRIVACY

Volunteers are not allowed to sit at public desks or use staff computers unless properly trained and designated by a supervisor. 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.

PERSONAL DATA

Volunteers are responsible for updating personal data, such as change of address, contact telephone number, including emergency contact information with their supervisor.

MONEY HANDLING

Volunteers are not permitted to take, process or receipt monies of any type.

TELEPHONE AND EQUIPMENT USE

The Library is a place of business. Personal telephone calls on the library phone are prohibited except in the case of an emergency and then must be kept brief and not made at a public desk. Ask a staff member if you need to make a telephone call. Cell phones should be left on silent and kept out of patron reach behind the circulation desk. Personal telephone calls should be made in the staff office. 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, unless approved by a supervisor or the Library Director. No equipment or material is to be removed from the Library. Public computers may be used during down-time and lunch breaks for personal e-mail and facebook.

FOOD AND DRINK

Drinks are only permitted on the library floor if they have a lid, and should remain behind the circulation desk and out of patrons' reach. All other food and drink should remain in the staff office. If there is any type of electric device on a surface, food or drink should not be on it. Lunch breaks are at the volunteer or staff member's discretion.

HEALTH AND SAFETY

Safety is everyone's job. Please notify your supervisor of any injury, whether minor or serious. Notify your supervisor if any assignment is causing you physical discomfort or could lead to personal injury.

DRUG FREE WORKPLACE

Use of alcohol or illegal drugs in the workplace is prohibited, as is the abuse of any drug or alcohol or reporting to work under the influence of drugs or alcohol. The Library is a smoke-free building. Smoking by persons 18 years and older, is permitted outside the entrances. Please step 15 feet away from the door for the comfort of our patrons.

HARASSMENT

All volunteers, employees, supervisors, and members of management, both male and female, are strictly prohibited from sexually harassing or making improper advances towards other volunteers, guests, employees, supervisors, or members of management. 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 unreasonably interfering with work or creating an intimidating, hostile, or offensive environment. Any such behavior must be reported to the Administration Office.

CODE OF CONDUCT

Volunteers, as well as paid library employees must maintain a professional demeanor while on the library floor. Personal conversations should be made in the library staff office. All dialogue on the library floor should be quiet and respectful to library patrons. The use of foul or obscene language is strictly prohibited. It is not appropriate to discuss political affiliation or religious beliefs with library patrons. When outside of the library, it is understood that volunteers are a representation of the Englewood Public Library, and therefore, will act in a manner appropriate for public. All public profiles will uphold the standards of the Englewood Public Library.

PERFORMANCE REVIEW

The supervisor will meet with the volunteer regularly to review the job performance. Evaluations will be informal and will be verbal. Please discuss with your supervisor if you have any questions or comments about your volunteer position.

DISCIPLINARY PROCEDURES

Volunteers, in their capacity as unpaid staff, are expected to meet the same standards of professionalism required of Library staff. 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.

Furthermore, volunteers serve at will and agree that the library may at any time, for whatever reason, decide to terminate the volunteer’s relationship with the library, or to make changes in the nature of their volunteer assignment.

LEAVING THE VOLUNTEER PROGRAM

Library volunteers should notify their supervisor as soon as possible if they are planning to resign from their position.

I, _____, have read and understand the Volunteer Policies of the Englewood Public Library. I promise to uphold the standards of the Volunteer Program. I understand that failure to follow these guidelines can result in abdication of my role as volunteer.

_____ DATE: _____