

## **VII. VOLUNTEER POLICY**

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### **A. GENERAL**

The Eaton Rapids Area District Library uses volunteers for a wide variety of tasks and/or projects to meet the goals and mission of the organization. Volunteers assist Library staff in their efforts to provide comprehensive services to the community. Care is taken that volunteer assignments do not infringe upon the responsibilities of regular paid staff.

Volunteers must be 14 years or older. All volunteers must complete an application, but those younger than 18 years of age must have the application signed by a parent or guardian. Those under consideration may also be subject to a background check, paid for by the Library.

All volunteers receive orientation and training

Generally, the Library is unable to accommodate court-ordered community service; however, exceptions may be made at the discretion of the Director.

The Eaton Rapids Area District Library does not provide any medical, health, accident or worker's compensation benefits for volunteers.

#### ***References***

The Library will provide references for volunteers. The following information will be released in response to a reference request:

- The beginning and ending date of service
- The various assignments performed as a volunteer
- The number of hours of service given

Upon consent of the volunteer, character references may be provided by individual Library staff members concerning the volunteer work done at the Library. Character references are not formally sanctioned by the Library.

### **B. GUIDELINES**

- Volunteers work hours at the Library when Library staff members are readily available. The number of volunteers accepted is based on the amount of work available.
- Volunteers should notify the Volunteer Coordinator as soon as possible if they know they will be late or absent.
- Volunteers must sign in and sign out of the volunteer notebook.

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- Volunteers must always wear their name badges while working in the Library.
- It is expected that each volunteer's dress and grooming will be appropriate for a business environment and in keeping with his or her work assignment. All volunteers should refrain from wearing clothing that express a political or religious slogan or statement and/or might be considered obscene, profane, harassing or suggestive in nature. If a volunteer is dressed inappropriately, they may not be able to work their shift.
- Volunteers should maintain a professional, friendly demeanor to all Library patrons at all times, and are asked to direct all questions to a Library staff member.
- Volunteers will be familiar with and agree to abide by the Library Privacy Act, as well as all other Library policies.
- Library owned equipment and supplies are for Library use only and may not be used for personal business.
- Volunteers agree that the Library may at any time, make changes in the nature of their volunteer assignment.
- Volunteers are asked to be alert at all times to safety hazards and to report unsafe acts or conditions to their supervisor. Volunteers should also notify their supervisor of any assignment which causes physical discomfort or could lead to personal injury. All injuries, whether minor or serious, must be reported directly to the Volunteer Coordinator and the Library Director.
- The Volunteer Coordinator may meet with volunteers regularly to review job performance. Evaluations may be formal or informal and may be written or verbal.

### **C. END OF VOLUNTEER SERVICE**

The Library reserves the right to terminate any volunteer who fails to meet the requirements of the job description, violates Library policies, or violates local, State and/or federal law while working at the Eaton Rapids Area District Library.

The following violations may result in immediate termination of volunteer service, and possibly Library privileges, and may result in prosecution under local, State or federal laws depending upon the severity of the circumstances:

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- Reporting for a volunteer assignment under the influence of alcohol or drugs
- Theft of property or misuse of equipment or materials
- Committing illegal, violent or intentionally committing inappropriate or unsafe acts
- Abuse or mistreatment of any Library staff, patrons or other volunteers
- Releasing confidential patron/staff information
- Consistent tardiness and/or absences from scheduled volunteer shifts
- Abuse of Library policies or volunteer procedures

Once terminated, volunteer service may not be reinstated.

To end a volunteer commitment, please notify the Volunteer Coordinator of that decision and the effective date.

### **D. FRIENDS OF THE EATON RAPIDS AREA DISTRICT LIBRARY**

The Friends of the Eaton Rapids Area District Library is a volunteer organization established as a 501(c)3. A Board of Directors sets their policies and oversees their operations and expenditures. The Board, or its designee, is responsible for their volunteers. If a problem arises with one of their volunteers violating this Policy, the Library Director will take the issue to the Friends' Board for action.