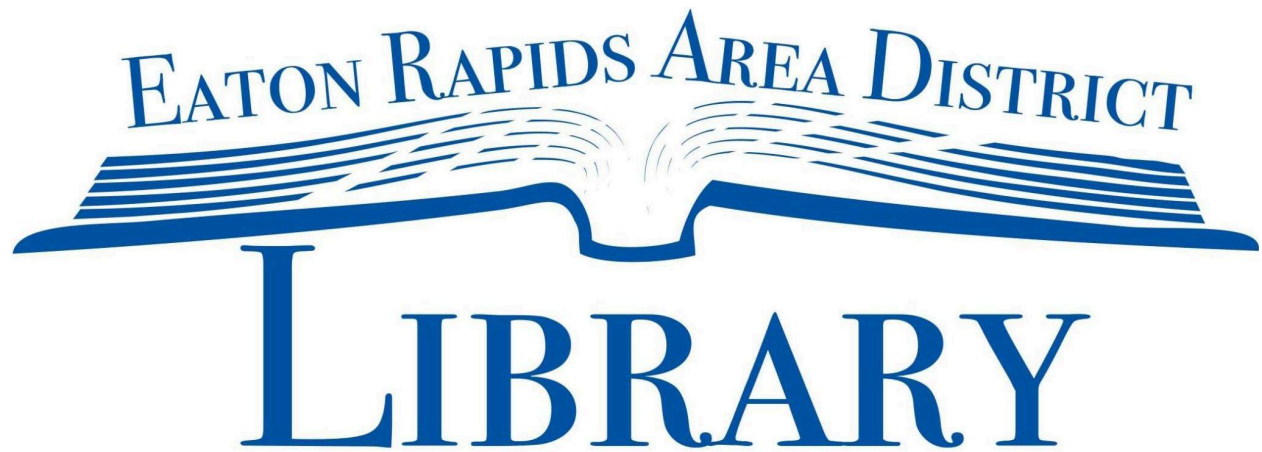




Volume VII - Volunteer Policy

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EATON RAPIDS AREA DISTRICT LIBRARY VOLUNTEER POLICY

ARTICLE I WHAT IS A VOLUNTEER?

A volunteer is an individual or group of people performing duties or tasks for the library without wages or benefits. The volunteers described in this policy are different from the Friends of the Library volunteers who are governed by their own policies and bylaws. Volunteers typically work between 3 and 6 hours per week. Volunteers generally provide support services to paid staff, or work on special projects.

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 ERADL and is not paid by Library funds.

All volunteers must be accepted by the library prior to performance of assigned tasks. (See "How to Become a Volunteer")

ARTICLE II HOW TO BECOME A VOLUNTEER

Volunteers must complete and sign an application form and waiver and submit it to the Volunteer Coordinator. Volunteers under 18 years of age must also have their application signed by a parent or guardian. Volunteers may be accepted if there is a suitable job match after skills, interest, schedule, and needs of the library are considered.

Volunteers working with the youth department and library programs will be subject to a background check, paid for by the library. All other volunteers may be subject to a background check based on the job duties they will be performing.

ARTICLE III VOLUNTEER HOURS OF WORK AND SUPERVISION

The supervisor is an Eaton Rapids Area District Library staff member, is responsible for day-to-day management and guidance of work, and is available during the time the volunteer is on duty for consultation and assistance. 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. Volunteers shall keep an accurate record of the hours they work each week.

- The Volunteer Coordinator will train and supervise the volunteers.
- 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. Each volunteer must record their hours on the volunteer log.
- Volunteers must notify the Volunteer Coordinator in advance if they are unable to

fulfill their assigned hours.

ARTICLE IV JOB ORIENTATION AND TRAINING

Before beginning a volunteer assignment, the supervisor in charge will be responsible for the following:

- Take the volunteer on a tour of the building;
- Introduce volunteer to library staff;
- Review library and volunteer policies;
- Review job duties and expectations;
- Confirm work dates, times, and anticipated duration of the assignment;
- Supply volunteer with a name tag and review sign-in and sign-out procedures;
- Provide training on any new skills needed to perform assigned tasks;
- Discuss procedures for obtaining, using, and caring for needed supplies;
- Provide safety orientation;
- Review locations of parking, restrooms, water fountains, first aid kits, and places for personal items such as purses/coats, etc.

ARTICLE V VOLUNTEER OPPORTUNITIES

Some of the tasks regularly performed by volunteers are:

- Shelving books and other materials
- Dusting books and keeping shelves neat and in order
- Assisting staff with programs
- Filing
- Creating displays
- Assisting patrons with basic computer skills
- Clerical Tasks
- Assisting the department heads or clerks with cleaning books or preparing materials for circulation or withdrawal
- Greeting library users
- Summer Reading Programs - assisting staff with projects and record keeping
- Craft projects and materials needed for youth programs
- Vestibule Maintenance

Not all opportunities are available at all times.

ARTICLE VI CONFIDENTIALITY/PRIVACY

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. Volunteers are asked to direct all questions to a staff member. Staff members are trained to deal with questions about the library's

collection, services, policies and procedures.

ARTICLE VII 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. Volunteers are asked to direct all questions to a staff member. Staff members are trained to deal with questions about the library's collection, services, policies and procedures.

ARTICLE VIII VOLUNTEER CODE OF CONDUCT

Volunteers are representatives of the Eaton Rapids Area District Library (ERADL). As such, they are expected to wear their ERADL name tags at all times when on duty. They must wear appropriate clothing for the public library and must present a neat and clean appearance. The Volunteer Coordinator will tell you in advance what is appropriate attire for the library. Volunteers are also responsible for abiding by the same work and behavior codes as employees.

The following activities by volunteers are prohibited. Violations may result in immediate termination of the volunteer's work with the ERADL.

- Misusing ERADL communication equipment and systems including, but not limited to, computers, telephones, printers and fax machines.
- Using tobacco products within, or on the grounds of, a ERADL facility when on a ERADL work assignment.
- Wearing improper attire or having an inappropriate personal appearance.
- Engaging in, or threatening, acts of workplace violence.
- Solicitation of staff and library patrons is not permitted on the premises of the Eaton Rapids Area District Library facilities by agencies or for -profit, non-profit, or charitable causes.
- Stealing, abusing, misusing, removing or deliberately destroying library property.
- Distributing, dispensing, possessing, or using a controlled substance while on duty.
- Engaging in any form of sexual or other harassment in an ERADL facility or other assigned work location, or engaging in such behavior toward another ERADL employee, volunteer or patron.

ARTICLE IX GUIDELINES FOR VOLUNTEERS

8.1 Volunteers can:

- Volunteers should maintain a professional, friendly demeanor at all times and are

asked to direct all questions to a staff member. Staff members are trained to deal with questions about the library's collection, services, policies and procedures.

- Volunteers are responsible for updating personal data, such as change of address or telephone number, etc., with the Volunteer Coordinator.
- Volunteers who are family members of library staff may not be placed under the direct supervision of their family members.
- Volunteers will be familiar with and agree to abide by the library's Confidentiality of Library Records policy, as well as all other library rules and policies.
- Volunteers 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.
- Library owned equipment and supplies are for library use only and may not be used for personal business.
- 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 supervisors of any assignment which causes physical discomfort or which could lead to personal injury. All injuries, whether minor or serious, must be reported directly to your supervisor or the Volunteer Coordinator.
- Volunteers who are interested in paid employment with the library should apply to Eaton Rapids Area District Library and will compete with all other applicants responding to notices for available positions.
- 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.
- To end a volunteer commitment, please notify your supervisor or the Volunteer Coordinator of that decision and the effective date.
- 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 of decision, or has the purpose or effect of unreasonably interfering with work or creating an intimidating, hostile, or offensive environment. Any sexual harassment needs to be reported immediately to the volunteer's supervisor or the Volunteer Coordinator.
- The supervisor may meet with the volunteer regularly to review job performance. Evaluations may be formal or informal and may be written or verbal.

8.2 Volunteers cannot:

- Operate any public service desk without direct staff supervision
- Provide reference service – all questions beyond directions must be referred to staff
- Make purchases with library funds
- Receive compensation

ARTICLE X TERMINATION OF VOLUNTEER SERVICES

Volunteers should notify their supervisor two weeks in advance of ending their volunteer commitment. Volunteers are expected to act in accordance with library policies and to reflect positive customer service attitudes to all library patrons. Volunteers who fail to meet the requirements of their assigned volunteer duties, or who violate library policies will be dismissed after appropriate warning is given.

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:

- 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.

ARTICLE XI COURT ORDERED COMMUNITY SERVICE

Under certain circumstances and at the discretion of the library director, volunteering at the library can count towards service learning/community service. If the community service is court-appointed, we need to know that in advance as we do not accept applicants whose service is related to crimes involving drugs, weapons, violence, sexual assault, theft, fraud, or exposure. We do check with an applicant's court-appointed liaison to ensure that the applicant is a good fit for public library service.

Community service applicants must be residents of the library's legal service area, either City of Eaton Rapids, Eaton Rapids Township, or Hamlin Township.

ARTICLE XII 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.