

Community District Library

Volunteer Policy

Statement of Purpose

The Community District Library (“the Library”) may 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 fiscal resources and contribute to sound working relationships with community groups and organizations. Volunteers are liaisons to the community and by their contribution are advocates for quality Library service. The Library and its volunteers work together to meet the goals and mission of the organization.

Volunteers are expected to act in accordance with all Library policies and to reflect positive customer service attitudes to all Library patrons.

Definition of a Volunteer

A volunteer shall be considered as any individual, 18 years of age or older, who contributes time, energy and talents directly or on behalf of the Library and who is not paid by Library funds.

All volunteers must be accepted by the Library prior to performance of assigned tasks.

How to Become a Volunteer

- All volunteers are required to fill out a Volunteer Application Form.
- The Library Director and Branch Manager will review the completed application form.
- Volunteers are selected based on their qualifications in relation to the needs of the Library at any given time.
- Volunteers under consideration may be subject to a background check and will be asked to sign a consent form for the Library to complete the background check.
- If selected, volunteers will be contacted for an interview.
- If not selected, applications will be kept on file for six months.
- Acceptance of an application is at the Library’s discretion.

Supervision & Volunteer Duties

Each volunteer will have an on-site supervisor and is expected to follow the procedures established by that staff member. This supervisor is responsible for day-to-day management and guidance of a volunteer's work and will be available for consultation and assistance. Volunteers should feel free to ask any questions of this person or report any problems or concerns about their assignment. If this supervisor is not available, the volunteer may also discuss any changes or problems with a Library staff member on duty.

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 are required to abide by all applicable Library policies, including, but not limited to, applicable personnel policies, confidentiality policies, safety policies, etc.

Job Orientation and Training

Before a volunteer begins an assignment, the supervisor in charge will be responsible for completing the following activities with the volunteer:

- Take the volunteer on a tour of the building;
- Introduce the 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 the 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; and
- Provide safety orientation.

Volunteer Opportunities

Tasks that may be performed by volunteers are listed below; however, not all opportunities are available at all times. Volunteer activities include:

- Shelving books and other materials
- Dusting books and shelves
- Shelf read
- Cleaning materials
- Helping with programs and projects
- Processing new materials
- Clerical tasks