

Volunteer Policy

What is a Volunteer?

A volunteer is an individual performing duties or tasks for the library without wages or benefits. Volunteers typically provide support services to paid staff, or work on special projects.

The volunteers described in this policy are different from the FRIENDS of the library volunteers who are governed by their own policies and bylaws.

How to Become a Volunteer

- All volunteers are required to fill out a Volunteer 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.
- If selected, volunteers will be contacted for an interview.
- If not selected, applications will be kept on file for XXXX time period.
- Volunteers under the age of 18 must have the application signed by a parent or legal guardian.
- Acceptance of an application is at the library's discretion.

Volunteer Opportunities

Tasks that may be performed by volunteers are listed below. Not all opportunities listed below are available at all times.

- Dusting books, shelves, and other materials
- Shelf reading
- Cleaning materials
- Assisting staff with programs and projects
- Processing new materials
- Preparing materials for withdrawals
- Repairing materials
- Gardening projects or maintenance
- Greeting library users
- Outdoor projects

Supervision

Each volunteer will be supervised on-site by a Mount Clemens Public Library staff member. All volunteers are expected to follow the procedures established by that staff member. The supervisor is responsible for the day-to-day training, management, and guidance of a volunteer's work. Volunteers should feel free to ask any questions of this person or report any problems or concerns about their assignment. If the supervisor is not available, the volunteer may also discuss any changes or problems with the Assistant Director of the library. .

Volunteers are expected to perform their assigned duties to the best of their abilities. All volunteers should keep their supervisors informed of their projects and work status, and of their

comings and goings in the library. Supervisors will keep an accurate record of hours volunteers work each week.

Confidentiality/Privacy

All transactions between library users, staff, or volunteers are strictly confidential. Michigan Public Act 455 of 1982, the Library Privacy Act (MCL 397.601-397.606) stipulates that public library circulation and registration records are confidential. Even law enforcement representatives must secure a court order before patron information is released. Volunteers are required to uphold this policy. This includes information about materials a patron has looked at, requested or checked out, as well as reference questions asked by library users.

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 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.

Volunteers Cannot:

- Operate any public service desk without direct staff supervision
- Provide reference service - all questions beyond directions must be referred to staff - exception to this are trained volunteers in Local History/Genealogy
- Make purchases with library funds
- Receive compensation

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.

Guidelines for Volunteers

- Volunteers work hours at the library when supervisors are readily available. The number of volunteers accepted is based on the amount of work and supervisory time available.
- Volunteers should notify their supervisor or the Assistant Director as soon as possible if they know they will be late or absent.
- Volunteers must sign in and sign out at the beginning and end of each shift.
- Volunteers should always wear their name badges while working in the library.
- Volunteers are ambassadors for the library and need to present a positive image to the public. 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. If a volunteer is dressed in an inappropriate manner, they may not be able to work their shift.

- Volunteers should maintain a professional, friendly demeanor at all times, and are asked to direct 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 Assistant Director.
- Volunteers who are family members of library staff may not be placed under the direct supervision of their family members.
- 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 Assistant Director.
- 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.
- Use of alcohol or illegal drugs in the workplace is prohibited, as is the abuse of any drug or alcohol, or reporting for duty under the influence of drugs or alcohol.
- All volunteers, employees, supervisors, and members of management are strictly prohibited from sexual harrassing or making improper advances towards other volunteers, patrons, employees, supervisors, or members of management. Sexual harassment included 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 Assistant Director.
- The supervisor may meet with the volunteer regularly to review job performance. Evaluations may be formal or informal and may be written or verbal.

