



Volunteer Policy

Becoming a Volunteer

Potential volunteers should fill out a Volunteer Application to identify any special skills and express interest in the type of work they would prefer. Applications are reviewed by library staff and a brief interview may be scheduled.

Volunteer Opportunities

Not all opportunities are available at all times. Each volunteer opportunity has its own job description, which may require certain skills or physical abilities. On occasion, volunteers may be asked to undertake special projects that do not have written job descriptions.

Expectations & Interaction with Library Patrons

Volunteers are ambassadors for the Library and need to present a positive image to the public by maintaining a professional and friendly demeanor. Other than general directional questions, all patron requests and questions are to be referred to library staff. Volunteers enhance the Library by supplementing staff, not replacing them.

The *Library Privacy Act 455 of 1982* was enacted to protect library users from disclosure of their library records to third parties. Volunteers do not have access to the patron database. However, volunteers must maintain patron privacy in any situation where the volunteer becomes privy to a patron's borrowing habits, fines, computer usage, etc.

Volunteers who are interested in paid employment with the Library should apply and compete with other applicants. Volunteers are expected to meet the requirements of the volunteer policy, job descriptions, and the Library's general Rules of Conduct. Failure to do so could result in dismissal.

Supervision

Volunteers will be assigned a supervisor and are expected to follow the direction provided. Supervisors will train, provide guidance, coordinate work hours, and keep a log of volunteer hours worked.

Job Orientation and Training

The volunteer's supervisor will provide the following orientation:

- A tour of the building, including restrooms, parking, and storage of personal items.
- Introduction to library staff.
- Review of the volunteer policy and job description, if any.
- Review job duties and expectations.
- Supply a volunteer badge and review sign-in and sign-out procedures.
- Provide safety orientation, including locations of first aid kits.

Health and Safety

Safety is everyone's job. Please notify your supervisor of any injury, whether minor or serious. An Incident Report should be filled out if a volunteer is injured. Volunteers should notify their supervisor if a work assignment is causing physical discomfort, or could potentially lead to injury. Volunteers should notify their supervisor if they encounter any type of threatening situation.

Volunteers Under the Age of 18

Young people ages 11-17 may apply to volunteer for the Library in positions for which they are qualified. They must have signed parental permission.

Recognition

Volunteers are recognized at an annual library support recognition event for donors and volunteers.