

## Title: Volunteer Policy

Effective Date: 3/19/25

Authorized By: Library Board of Trustees

Date of Last Revision: 3/19/25

### **Purpose of Volunteer Policy**

The purpose of this policy is to provide overall guidance and direction to staff and volunteers engaged in activities in the Library. These policies are for internal management guidance only, and do not constitute, either implicitly or explicitly, a contractual or personnel agreement. The Library Board of Trustees reserves the right to change any part of this policy. Reasonable accommodations or exceptions from this policy may be granted by the Library Director.

### **Definition of “Volunteer”**

A volunteer is anyone who without compensation or expectation of compensation performs a task at the direction of a Library supervisor or on behalf of the Library. A volunteer is not considered to be an employee or official representative of the Library under any circumstance.

### **Who Can Volunteer**

Volunteers shall be recruited without regard to any individual’s age, race, creed, color, national origin, religion, marital status, sexual orientation, gender, physical appearance, socioeconomic level, or any other legally protected characteristic.

Volunteers under the age of 18 must have parental consent, and may not work without direct supervision by a staff member or an adult volunteer. The Library will only accept volunteers 12 and older.

Any person interested in volunteering at the Library must fill out an application form. Each application will be reviewed by the department head. Candidates will be accepted based on their qualifications in relation to the needs of the library at any given time. Acceptance of an application is at the Library’s discretion. A volunteer must apply, be interviewed, and be approved by an authorized library staff member.

All volunteers over the age of 18 will be subject to a local background check which will be repeated once per year. The Library may refuse a volunteer based on the results of their background check for any reason. Adult volunteers who apply to work in the children’s or teen departments must complete an additional national background check.

### **Minor Volunteers**

Volunteers under the age of 18 must meet the following requirements.

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- Applications must be signed by a parent or legal guardian
- A parent or legal guardian must accompany the minor to the initial interview with library staff
- A parent or legal guardian must sign the Volunteer Agreement for Minors

### Volunteers With Special Circumstances

- The Library will not accept any volunteers on the basis of fulfilling court ordered community service
- The Library will not accept any volunteers who are fulfilling short term volunteer requirements less than 80 total hours or 2 calendar months.
- The Library may accept volunteers for skill building programs. In these cases, a skills coach must accompany the volunteer at all times if the volunteer cannot complete the work independently.
- The Library may accept volunteers for work study, job shadowing, or school assignments if it is consistent with Library goals and needs.
- The Library will not provide staff to supervise volunteers during their work in order to meet the requirements of a third party volunteer program.
- The Library will not keep record or provide verification of volunteer hours completed except in very limited circumstances and when it is pre-approved by the supervising staff member.

### Expectations

HCTPL Volunteers have the right to:

- Expect tasks that are meaningful to the library
- Be given appropriate assignments based on skills and interests
- Receive adequate orientation and training for any assignment
- Expect to be treated as a meaningful member of the library team
- Expect to be informed of changes in policies and procedures
- Say no to any task
- Expect a safe work environment
- Expect recognition for their donation of time and talent to the library

HCTPL volunteers have the responsibility to:

- Report for duty when scheduled and check in upon arrival
- Perform assigned tasks to the best of their availability
- Not interfere with the work of staff or other volunteers

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- Wear a volunteer name tag at all times
- Dress appropriately and be well groomed
- Adhere to library policies and procedures
- Refer patron questions to library staff
- Maintain the confidentiality of patrons
- Refrain from sharing religious, political, social, or other personal views with patrons or staff
- Follow the instructions of staff and ask questions for clarification
- Cooperate with staff and other volunteers and maintain a positive attitude
- Work within the scope of the volunteer responsibilities
- Keep the Volunteer Coordinator informed of any changes in personal information such as address, phone number, or e-mail

HCTPL has the right to:

- Decline the services of a volunteer if the person seems unsuitable for the available tasks
- Decline the services of a volunteer if there is not an appropriate job for them to perform
- Release a volunteer if their work is deemed unacceptable or if they violate library policy and expectations
- Require a background check of all volunteers
- Expect that volunteers will follow schedules and be reliable in their attendance

**Orientation**

Orientation and training, including a tour of library facilities will be provided for each volunteer. The volunteer handbook will be reviewed. Volunteers will be given assignments and training according to their needs.

**Attendance**

- Volunteers will be required to log their volunteer hours each time that they work.
- Schedules will be created and volunteers are expected to fill the assignments that they sign up for.
- Volunteers are required to check in when they arrive at the library. If the usual coordinator is not available the volunteer should check in in the department that they volunteer in.
- If a volunteer is unable to work a scheduled shift they should notify the department that they volunteer in.
- Repeated failure to meet scheduled tasks may result in termination of volunteering.

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- Library staff reserves the right to adjust or limit schedules based on the needs of the library.

**Work Rules**

Volunteers are expected to conduct themselves in accordance with, and in adherence to, all established policies and procedures of the Library, including, but not limited to, policies regarding work schedule, attendance, conduct, performance, safety procedures, proper attire, etc.

- Provide exemplary customer service to library staff and patrons.
- Avoid making or receiving personal phone calls while volunteering.
- Limit the interruption of volunteering time by friends and family who may visit the library. Friends and family are never allowed in staff-only areas of the library.
- Volunteers are not allowed to bring their children with them while they work. Children under the age of 10 may not be left unattended in any area of the library while their parent or guardian is volunteering.
- Volunteers are not allowed to use library staff computers for personal use.
- Volunteers will be provided with access to lockers for temporary storage of valuables while on duty. The library is not responsible for the loss of or damage to personal items.
- Weapons of any kind are not allowed while working.
- The library has a zero-tolerance policy for any violence, threatening behavior or harassment
- The possession or use of drugs or alcohol is strictly prohibited while in library property. No volunteer will be allowed to work while under the influence of drugs or alcohol.
- Smoking is not allowed in any library facilities.
- Any known medical issues that may cause problems in the course of your volunteer time should be reported to the library staff.
- Any injuries sustained while working must be reported to the library staff immediately. Staff will assist volunteers in completing an incident report form.
- Volunteers may not solicit for or promote personal agendas while working on library projects
- All materials used in the course of work are library property. No library property may be removed from the building or appropriated for personal use.
- Safe use of library equipment and furniture is a priority. Never stand on chairs or tables.

**Confidentiality**

- Volunteers will not be given tasks that allow regular access to confidential patron information.

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- If, in the course of volunteering, any volunteer comes in contact with confidential information they must keep this information private and are not allowed to disclose this information to anyone other than library staff.
- Confidential information includes, but is not limited to, names, addresses, phone numbers, personal information, use of library services, materials used or checked out.
- If in doubt, assume it is confidential and consult a Library Supervisor.

### Patron Contact

In the event that a volunteer is approached by a patron with a question they should direct the patron to the nearest staff desk for help. Library staff are highly trained and qualified to answer questions for patrons. Volunteers may direct patrons in locating specific items on the shelves; however general questions about finding appropriate materials should be directed to library staff.

### Job Assignments

Volunteers will be allowed to choose the tasks that they would like to do from a list provided by library staff. Library staff will ensure that volunteers are properly trained for each task. Library staff may refuse a job assignment or reassign a volunteer if they feel that the person is not well-suited to the task.

### Dress Code

Volunteers will be expected to meet similar dress code requirements as the library staff. In general the dress code is casual, jeans and t-shirts are okay as long as they are clean and appropriate to the library environment. A Supervisor will advise you if your dress is considered inappropriate.

- For safety reasons, open toe shoes are prohibited while working at the library
- Clothing should be neat and clean
- Any clothing or accessory that has words, terms, or pictures that may be offensive to others is unacceptable
- Undergarments should be covered at all times and should not be visible through the clothing
- Bare midriffs, low-cut blouses, tank tops, fish-net, very short skirts or shorts, and other revealing garment are not allowed
- Piercings and tattoos are allowed. The Director or other supervisors may reserve the right to require volunteers to cover tattoos or remove piercings that may be considered offensive or interfere with normal library operations
- Avoid heavily scented perfumes or lotions

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### **Equal Opportunity**

HCTPL does not discriminate against any staff, volunteer, or patron on the basis of race, color, religion, gender, gender identity, sexual orientation, national origin, age, disability, veteran status or any other protected category. Workplace harassment or discrimination for any reason is strictly prohibited. Anyone who experiences or observes harassment or discrimination should report it to a supervisor immediately.

### **Volunteer Recognition**

The Volunteer Supervisor and staff directly involved with the volunteers may design a program of recognition for the volunteers.

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### Appendix A: Volunteer Agreement

# Huntington City-Township Public Library

## Volunteer Agreement

The Volunteer is willing to donate their time and services to the organization, in turn the organization is willing to accept such time and service by the Volunteer.

In consideration of the above, the volunteer agrees to the following terms and conditions:

### Terms

- I understand that the services provided will be a donation and under no circumstances will expect wages, salary, or benefits from the organization for the services provided to the library.
- I understand that I am in no way considered an employee of the organization.
- This agreement is not a contract for service or employment and should not be considered as a guarantee or promise of employment or volunteer opportunities.
- I understand that I will be working in a public building with a variety of people.
- I understand that I will be subject to a background check.
- I agree to abide by all of the provisions of the Volunteer policy and by all Library policies.

### Performance of Tasks

- I agree to perform the tasks assigned by the library to the best of my ability.
- I agree that I will be able to perform the tasks assigned to me with minimal direct supervision. I understand that a supervisor or staff member will always be available to answer questions and assign tasks.
- I agree to maintain a professional appearance and demeanor at all times.

### Termination of Service

- I understand that I may end volunteer services at any time and for any reason.
- I understand that the library may refuse or terminate volunteer services at any time and for any reason.

### Emergency

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- In the event that an emergency should occur while the Volunteer is providing services, the following contact will be notified immediately.
  - Emergency Contact Name:
  - Emergency Contact Phone:
- In the case of a medical emergency, library staff may call 911 with or without the volunteer's consent if they deem it necessary.

### Liability

- I understand that I assume all risks associated with the tasks and working conditions. I understand that I may refuse work at any time.
- I understand that I am not provided with worker's compensation or any other employee health benefits.

### Agreement

By signing below, the volunteer agrees to the terms of this agreement and verifies that they have read and understand the Volunteer Policy.

### Volunteer

Printed Name:

Signature:



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Appendix B: Volunteer Agreement for Minors

## Huntington City-Township Public Library

### Volunteer Agreement for Minors and Guardian Consent

The Volunteer is willing to donate their time and services to the organization listed above, in turn the organization is willing to accept such time and service by the Volunteer.

Because the volunteer is a minor, all agreements must be entered into with a parent or guardian present.

In consideration of the above, the parties agree to the following terms and conditions:

**Terms**

- I understand that the minor volunteer will provide services as a donation and under no circumstances will expect wages, salary, or benefits from the organization for the services provided to the library.
- I understand that the minor volunteer will be in no way considered an employee of the organization.
- I understand that this agreement is not a contract for service or employment and should not be considered as a guarantee or promise of employment or volunteer opportunities.
- I understand that the minor volunteer will be working in a public building with a variety of people.
- I understand that library staff will not act *in loco parentis* and will not make judgments regarding the minor volunteer's use of the library facilities, services, or collections.
- I affirm that the minor volunteer agrees to abide by all of the provisions of the Volunteer Policy and by all Library policies.

**Performance of Tasks**

- I affirm that the minor volunteer agrees to perform the tasks assigned by the library to the best of their ability.
- I affirm that the minor volunteer agrees that they will be able to perform the tasks assigned to them with minimal direct supervision. I understand that a supervisor or staff member will always be available to answer questions and assign tasks.

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- I affirm that the minor volunteer agrees to maintain a professional appearance and demeanor at all times.

### Termination of Service

- I understand that I, or the minor volunteer, may end volunteer services at any time and for any reason.
- I understand that the library may refuse or terminate volunteer services at any time and for any reason.

### Emergency

- In the event that an emergency should occur while the minor volunteer is providing services, the following contact will be notified immediately.
  - Emergency Contact 1 Name:
  - Emergency Contact 1 Phone:
  - Emergency Contact 2 Name:
  - Emergency Contact 2 Phone:
- In the case of a medical emergency, library staff may call 911 with or without the volunteer's consent, and with or without the parent or guardian's consent, if they deem it necessary.

### Liability

- I understand that the minor volunteer assumes all risks associated with the tasks and working conditions. The volunteer may refuse work at any time.
- I understand that the minor volunteer is not provided with worker's compensation or any other employee health benefits.

### Agreement

By signing below, I agree to the terms of this agreement on behalf of the minor volunteer and verify that all parties have read and understand the Volunteer Policy.

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Printed Name:

**Parent / Guardian**

Printed Name:

Signature: