

Volunteer Policy

Policy Statement

The library has established a volunteer program that strives to reach a maximum level of public service to the community. Volunteers give support services to paid staff and provide assistance with special, unusual or supplemental services and tasks that further the library's mission.

Regulations

1. The library director will designate a volunteer coordinator to oversee the volunteer program. The volunteer coordinator may enlist other staff or volunteers to assist in volunteer training and volunteer program administration.
2. Library volunteers are identified as persons who regularly perform duties or tasks for the library for a period of time without wages or benefits. Community service workers who are requesting a limited or specific number of service hours shall serve under the same guidelines as all library volunteers.
3. Applicants, who must be 14 or older, and must complete the volunteer application and submit it to the Library director or designated volunteer coordinator.
 - A. Persons under 18 years of age must have written permission from a parent or legal guardian to serve in any volunteer or community service capacity with the library.
 - B. If there is no suitable volunteer service match with the applicant's skills and interests the applicant will be notified. The application will be kept on file for one (1) year and the applicant will be contacted if there is an appropriate opening during that time.
 - C. Volunteers will be pre-screened with a background check. The library retains the right to use discretion in accepting court-ordered community service volunteers based on library needs and the nature of the volunteer's offense. Serious criminal charges, such as offenses related to theft, assault, or weapons-related charges will not be accepted for court-ordered community service.
4. When the library accepts a volunteer member's offer of service per application, they will be required to attend an orientation session. At an orientation the Library Director or Volunteer Coordinator will:
 - A. Provide an orientation tutorial
 - B. Review the volunteer policy

- C. Provide instruction about sign-in and sign-out procedures.
 - D. Conduct a tour of the library with instruction to library staff at that time.
 - E. Review duties and confirm volunteer commitment.
 - F. Discuss personal and building safety matters.
 - G. Specify appropriate responses to other library patrons.
 - H. Initiate or schedule training as needed and define task responsibilities.
5. Volunteer workers are recognized by the public as representatives of the library and shall be guided by the same work and behavior code as library employees. This will include, but is not limited to:
- A. Dress and grooming appropriate for a business environment and tasks assigned.
 - B. Name tags worn at all times while volunteering in the library or outside program.
 - C. Adherence to sign-in and sign-out procedures with advance notice to the Library Director or volunteer coordinator in the event of absence or lateness for a scheduled time.
 - D. Courteous and proper interaction with other library patrons. All patron questions other than directional (Where are the restrooms? Where are the computers?, etc.) should be referred to a library staff member.
 - E. Responsibility for updating personal data (such as change of address, telephone number or emergency contact information) with the Library Director or volunteer coordinator.
 - F. Observance of library's drug free workplace status. Use of alcohol, illegal drugs, or tobacco products in the library is prohibited as is the abuse of drugs or alcohol or reporting for service under the influence of these substances.
 - G. Immediately reporting to the Library Director or volunteer coordinator any occurrence of injury minor or serious. If any assignment appears to cause physical discomfort or could lead to personal injury, the volunteer should, without delay, report this to the Library Director or volunteer coordinator.
 - H. Harassment or improper advances toward another person in the library or on library grounds is strictly prohibited. This includes unreasonably interfering with anyone's work or creating and intimidating, hostile, or offensive environment. Any concerns or questions about the behavior of library patrons, staff or other volunteers should be referred or addressed to the Library Director or volunteer

coordinator. Under no circumstances should a volunteer worker initiate a confrontation with library patrons, staff or other volunteers.

- I. Volunteer workers are not allowed to sit at public service desks or use staff computers unless specifically assigned to an area by the Library Director or volunteer coordinator.
 - J. Library owned equipment, such as copiers/Printers, fax machines, computers, supplies, etc. are for library use only and may not be used for personal business. No equipment or material should be removed from the library without prior permission or a written request by the volunteer and prior written approval from the Library Director or volunteer coordinator.
 - K. All transactions between library patrons, staff and/or volunteers workers are completely confidential. This includes any information about materials a patron has looked at, asked for, requested or checked out, as well as questions asked by library patrons.
6. Volunteers may participate in a regular evaluation process in a formal or informal manner, written or verbal. Volunteer workers serve under an at-will status and may be discharged with or without cause or notice by the library director or volunteer coordinator.
 7. Volunteer workers who wish to end their tenure with the Thornton and East Hazel Crest Public Library should notify the Library director or volunteer coordinator about the decision and the effective date. Volunteer workers may be asked to participate in an exit interview. Volunteer workers files will be retained for two years.

Volunteer Service Application

Department Applying for: _____

Name: _____

Address:

Street Address

City

State

Zipcode

Birth date: _____

Parent or Guardians Signature (if under 18 years of age)

Email: _____

Phone Number: _____

List any physical limitations you have that we should consider when matching you with
volunteer jobs.

Reason for service?

_____ Satisfy Specific Obligation

_____ General Volunteer Work

What days and times are you available? Please note that volunteer assignments are dependent on library needs.

Monday	_____ 9am-1pm	_____ 1pm-5 pm
Tuesday	_____ 9am-1pm	_____ 1pm-5 pm
Wednesday	_____ 9am-1pm	_____ 1pm-5 pm
Thursday	_____ 9am-1pm	_____ 1pm-5 pm
Friday	_____ 9am-1pm	_____ 1pm-5 pm
Saturday	_____ 10am-1pm	_____ 1pm-4pm

When can you start: _____

Background Check Form

We are ready to have you volunteer at the Thornton and East Hazel Crest Public Library, but before we do that we need to do a background check on you. To do that check, we need the following agreement and information from you:

I agree to allow the Thornton and East Hazel Crest Public Library to do a background check on me, which may include a criminal background check, a credit check and a check of my driving record.

_____ I agree

Department applying for: _____

My legal name is: _____
Name Middle Last

Any other known names used: _____
Name Middle Last

My date of birth is: ____/____/____

My Race is:

____ White

____ Black

____ Asian or Pacific Islander

____ American Indian or Alaskan Native

____ Unknown/Other

My gender assigned at birth:

____ Male

____ Female

____ Unknown

My Current Mailing Address is:

Street Address

City

State

Zipcode

My current email address: _____

Candidate's Signature: _____

Date: ____/____/____