

MONTGOMERY CITY –COUNTY PUBLIC LIBRARY

VOLUNTEER POLICY

INTRODUCTION

- The Montgomery City-County Public Library Volunteer Program creates opportunities for individuals to feel personal satisfaction while performing a valuable service for the community. The Volunteer Program serves as a method for area residents to become familiar with the Library and supplement the efforts of paid library staff.

DEFINITION

- A volunteer is a person who performs tasks for the Montgomery City-County Public Library without wages, benefits, or expectations of compensation beyond reimbursement of any kind. Volunteers do not replace paid staff, but enhance and extend their services and are not considered as employees of the Library.

SPECIAL CASE VOLUNTEERS

The Library accepts as volunteers:

- Students participating in community service activities as an educational requirement.
- Individuals participating in work programs provided by community health and social services agencies.
- Individuals performing Alternative Sentencing orders
- Students requiring internship or cooperative placements.
- Individuals referred by other volunteer programs.

In each case, an agreement must be in effect with the organization, school or program from which the volunteers originate and must identify responsibility for management and care of the volunteers.

POLICY POINTS

- Volunteers are recognized as contributors to the accomplishment of the mission of the Montgomery City-County Public Library.
- Volunteers do not replace paid staff.
- Volunteers shall not be considered as employees of the Library.
- Volunteers shall not perform any task for which a license or certification is required if the volunteer does not possess such license or certification.
- Volunteers must complete a volunteer application form available at the library. A request for an interview or acceptance of a volunteer will depend on the need for volunteers at the time. Opportunities for volunteer placement are identified by the Branch Head/Volunteer Coordinator. The library accepts the services of any volunteer with the understanding that such service does not constitute an obstruction to or conflict with the provision of services to patrons or others.
- Prior to being assigned to a volunteer position, all volunteers will be interviewed to ascertain their suitability, interest and ability to undertake the position. Attention shall be paid to the interest and capabilities of the volunteer and the requirements of that volunteer position. The Library reserves the right to show due diligence in determining the appropriateness of an assignment for any volunteer.
- The minimum age requirement for volunteers is 16. Otherwise, volunteers will be recruited based on their suitability to perform a task on behalf of the Library.
- All volunteers will receive an orientation to the organization and will be provided with necessary training for satisfactory volunteer performance.
- Each volunteer shall have a specific paid staff member to whom he or she reports who will be responsible for day to day consultation, support and direction. Each volunteer shall perform duties in the presence of at least one paid staff member.
- As representatives of the Library, volunteers are responsible for presenting a good image to the community. Volunteers shall dress appropriately for the conditions and performance of their duties. Volunteers will wear a volunteer badge while engaged in Library business.
- Volunteers who do not adhere to the policies and procedure of the Library or who fail to satisfactorily meet the expectations of their volunteer assignment are subject to dismissal.

- Grounds for immediate dismissal may include but are not limited to gross misconduct or insubordination; being under the influence of alcohol or drugs while performing volunteer assignments; theft of property or misuse of Library funds, equipment or materials; lies or falsification of records; illegal, violent or unsafe acts; abuse or mistreatment of library patrons or co-workers; failure to abide by agency policy or procedure; failure to meet physical or mental standards of performance; unwillingness or inability to support and further the mission of the organization and /or the objectives the program.
- All personal information is collected for internal purposes only. All information is collected under the authority of the Public Library Act 1984. Volunteer records will be kept in a secure location. Volunteers records may include application form; record of interview; references, records of warnings and disciplinary action. Inactive files will maintained for two years after which time they will be destroyed in a responsible manner.
- The Library will upon request from the volunteer, provide a letter confirming the volunteer's contribution when appropriate. In the event of an opening for a paid position within the library, volunteers who apply for the position shall be treated and evaluated on the same basis as all other external applicants.

TASKS THAT MAY BE PERFORMED BY VOLUNTEERS

Volunteer opportunities may include, but are not limited to:

Children and Teen Programs

- Guest storytellers
- Story time assistants
- Summer program assistants
- Book club facilitators
- Program presenters
- Crafts
- Publicity
- Community Contacts

Adult Programs

- Book club facilitators
- Program presenters
- Publicity
- Community Contacts

Friends of the Library Bookstore

- Book store managers
- Book store sale assistants
- Book store organizers

Friends of the Montgomery City-County Public Library

- Board members
- Annual book sale organizers
- Annual book sale assistants
- Fundraisers
- Publicity
- Event and program planners

Books, etc.

- Dewey Decimal Shelving
- Repairing books
- Cleaning shelves
- Straightening books, etc
- Cleaning books, etc

Displays, Information Tables, and Bulletin boards

- Artists / designers
- Organizers

Events/Special projects

- Room arrangers
- Refreshment servers
- Crowd controllers
- Parking directors
- Hosts/Hostesses
- Ushers

Volunteers shall receive regular recognition for their services, an accounting of volunteer time as reported by either the volunteer or the Branch Head/Volunteer Coordination, and the right to list the library as a reference, if desired.

RESTRICTIONS

The Montgomery City-County Public Library is not able to provide any medical, health, accident, worker's compensation or other legal benefits for any volunteer.

Volunteers must refer all patrons' reference requests to Library staff.

Volunteers cannot:

- Work in lieu of circulation staff
- Participate in any jobs that require viewing of patron records
- Issue Library cards
- Rearrange the library in any way, i.e., moving furniture, files, books, other materials, without permission of Branch Head/Volunteer Coordinator.
- Disrupt, alter or impede the work of library staff
- Give away City or Library materials or supplies
- Open staff mail
- Perform other tasks not assigned

In the event that a volunteer is unable to adequately perform the duties assigned to them, they will be removed from service.

Nothing in this policy shall be deemed to create a contract between the volunteer and the Montgomery City-County Public Library. Both the volunteer and the Montgomery City-County Public Library have the right to terminate the volunteer's association with the Library at any time, for any reason, with or without cause or make changes in the nature of the volunteer assignment.