

## **Community Service Policy**

(Adopted May 2014; revised July 2017)

The Stickney-Forest View Public Library District offers opportunities for those interested in serving the community in a voluntary capacity. Volunteering can be a rewarding and exciting experience. The time, energy, and goodwill of volunteers are invaluable assets to the Library because volunteerism enhances the Library's ability to fulfill its mission by providing opportunities for direct public participation in Library services. Volunteerism also strengthens and deepens the Library's relationships throughout the community. Volunteer opportunities offer citizens a way to contribute to the community, fulfill personal goals, achieve a sense of satisfaction, and learn more about the Library.

A variety of tasks may be assigned according to immediate needs that the Library might have. Library activities may limit the number of volunteers that are accepted at one time. Volunteers may work with and may be supervised by any Library staff member. Tasks may include shelving materials, preparing mailings, vacuuming, assisting the Friends of the Library with book sales and/or programs, shifting collections, shelf-reading, preparing seasonal displays, and assisting with major events. All volunteers are expected to observe proper decorum while on Library property and not entertain their peers during service hours.

### **Applying**

All community members interested in volunteering at the Library shall fill out a Volunteer Application form, which can be requested at the circulation desk. The Library requires the signature of a parent or guardian for any volunteer under the age of 18. The minimum acceptable age for a volunteer is 12. After the application has been submitted, the Library's Volunteer Coordinator will review it and assess potential needs that might be well-suited for each volunteer. The Volunteer Coordinator will then contact the volunteer to discuss potential tasks and a work schedule.

Volunteers under consideration may be subject to a criminal records search and background check.

### **Schedules**

The Library is under no obligation to take an individual who appears to be unsuitable or if work opportunities or Library staffing is limited. Volunteers typically work 2-3 hour shifts 1-2 days per week. Volunteers should not expect to be able to complete more than ten hours per week or six hours per day. Volunteers under the age of 18 will not be allowed to complete more than four hours in a single day.

It is recommended that volunteers with requirements to fulfill a certain number of hours by a particular date submit the application a week in advance of that date for every eight hours needed. If requested, the volunteer coordinator will assist in keeping track of the number of hours satisfactorily completed by the volunteer and write an official letter confirming completion of required hours. It is the volunteer's sole responsibility to submit paperwork required by any outside organizations.

### **Court-Ordered Community Service**

The Library accepts a limited number of volunteers who need to complete court-ordered community service. The volunteer's offense must be of a nonviolent and non-threatening nature. Court-ordered volunteers will not be assigned work in the Youth Services and Young Adult sections of the Library.

### **Expectations**

All volunteers must adhere to the Patron Code of Conduct Policy and agree to the following conditions:

- Volunteers are expected to commit to at least one day per week and to adhere to a regular weekly schedule.
- Volunteers will be given and expected to wear a name tag at all times while volunteering.
- Volunteers will be on time and will call the Volunteer Coordinator if they will be late or absent for a scheduled shift.
- Volunteers will wear attire appropriate for the work environment. This includes shirts that cover shoulders and pants/jeans without visible rips or tears.
- Volunteers will refrain from socializing while working.
- Volunteers will be allowed to use headphones only if it does not interfere with their task.
- 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, therefore, that volunteers maintain a professional, friendly demeanor at all times. All patron questions other than those of a directional nature are to be referred to a staff member who is trained to provide informational services for patrons.

Each volunteer will be assigned an on-site supervisor for each shift worked, and the volunteer will be expected to follow the procedures established by that staff member. This staff member will be responsible for day-to-day management and guidance of work and will be available for consultation and assistance. Volunteers are expected to perform their assigned duties to the best of their abilities and to be loyal to the mission, values, goals and policies of the Library. Volunteers who are family members of library staff may not be placed under the direct supervision of their family member.

### **Duration of Service**

Volunteers serve at will and agree that the Library may at any time, for whatever reason, decide to terminate the volunteer's relationship with the Library, or make changes in the nature of their volunteer assignment.

Volunteers who are interested in paid employment with the Library should apply and compete with all other applicants.

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