

## **Aram Public Library Policy 3.5 Volunteer Policy**

Adopted: August 20, 2015

Aram Public Library supports the effective utilization of volunteer time and talent as a way to expand and enrich its services. As examples, volunteers may

- Assist staff, as needed, in critical daily tasks
- Add services of value to new and existing programs
- Promote public awareness of library services
- Help increase involvement in and support of the Library by the public
- Have an opportunity to be involved in and learn more about the Library and its functions

Volunteers are not used to replace the work done by paid library staff.

A volunteer is a person who performs tasks for Aram Public Library without wages, benefits, or compensation (including travel expenses) of any kind. Aram Library utilizes several types of volunteers. Most common are *service volunteers* who do work for the Library and function in ways similar to staff. *Community service volunteers* are persons doing court-ordered community service at the Library. *Professional volunteers* provide pro-bono professional services, such as free legal or accounting advice. Members of Boards associated with the Library, such as the Board of Trustees, the Aram Library Foundation Board and the Friends of Aram Library Board, can be considered volunteers but they are not covered by this policy.

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, education level or any other legally protected characteristic.

Individuals interested in volunteering at the Library must fill out an application and a waiver form. Candidates will be accepted based on the Library's needs matched with the candidates' qualifications which will be determined during the selection process. The library prefers service volunteer applicants to be at least 13 years old as reading and accurate alphabetizing skills are necessary for many tasks, such as shelving. Minor children may only work as volunteers with the consent of a parent or legal guardian. There are additional requirements for community service volunteers that are listed below. A background check and reference checking may be required before any candidate can begin an assignment.

### Conduct

All volunteers may not

- perform activities that could reveal confidential patron information
- use the Integrated Library System (ILS)
- engage in unprofessional or unethical behavior that reflects negatively on the library

Service volunteers and community service volunteers

- are expected to notify the Library if they cannot be present for their scheduled shift.

- shall not indulge in personal reading while signed in.
- shall, as a demonstration of their commitment, silence their cell phone and refrain from making or receiving phone calls or texting while signed in. If one needs to make a call, the volunteer should inform the volunteer coordinator so that he or she can be signed out. Personal phone calls should be made in the library lobby or outside so that other library users are not disturbed.
- shall keep to a minimum conversations in the workplace that are not concerned with library business. This includes conversations with other volunteers, employees, and with patrons.

#### Terminating the Relationship

All volunteer opportunities with the Aram Public Library are based on mutual consent. Both the volunteer and the library staff have the right to terminate the position at will, with or without cause, at any time.

A volunteer whose performance, attitude or personal philosophy of library service does not meet the standards, requirements and philosophy of Aram Public Library shall be warned of the inadequacies of his/her performance verbally and/or in writing by the volunteer's supervisor. After one warning the volunteer position may be eliminated.

#### Special requirements for community service volunteers

- Volunteers seeking Court-Ordered community service hours must be under 17 years old. The Volunteer Application form must include a parent or guardian signature.
- High school students referred by Teen Court to work community service hours must state the nature of the offense on the application form. This information will be kept confidential.
- Applications will not be considered if the violation involves harm against persons under age 18 or theft.
- Approval to volunteer for of all Court-Ordered applicants will be at the discretion of the Library Director. The library need not specify a reason for not approving an applicant.