

MGT-13: Volunteers Policy

Adopted: 9/18/2014; Last Revised: 2/15/2018

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 to paid staff and provide assistance with special, unique or supplemental services and tasks that further the library's mission.

Regulations

1. The library director shall hire a volunteer engagement specialist to oversee the volunteer program. The volunteer engagement specialist may enlist other staff or volunteers to assist in volunteer training.
2. A volunteer shall be considered as an individual, age 12 or older, who contributes time, energy and talents directly or on behalf of the Orion Township Public Library and is not paid by library funds. The Friends of the Library volunteers are governed by their own policies and bylaws and, as such, are not regulated by this policy. Any conflicts between the policies or practices of the Friends and the library will be resolved by the library director and the Friends Board.
3. Applicants, who must be age 12 or older, must complete an application and submit it to the volunteer engagement specialist, in one of the following ways:
 - A. Go to our website at orionlibrary.org and click on "Become a volunteer" to fill out an online application.
 - B. Pick up a volunteer application at the Orion Library and submit completed application to the volunteer engagement specialist.
 - C. If there is no suitable volunteer service match with the applicant's skills, interests, location, schedule, and transportation requests, the applicant will be notified. The application will be kept on file for six months and the applicant will be contacted if there is an appropriate opening during that time.
 - D. 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.
4. When the library accepts a volunteer's offer of service per application, volunteers will be required to attend an orientation session. At an orientation the volunteer engagement specialist will:
 - A. Supply an orientation packet and name tag.
 - B. Review the volunteer policy.
 - C. Provide instruction about sign-in and sign-out procedures.
 - D. Conduct a tour of the library with introduction to library staff present at that time.
 - E. Review duties and confirm volunteer commitment.
 - F. Discuss personal and building safety matters.
 - G. Specify appropriate responses to other library customers.
 - H. Initiate or schedule training as needed and define task responsibilities.

5. Volunteers 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 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.
 - C. Adherence to sign-in and sign-out procedures, with advance notice to the volunteer engagement specialist or appropriate department staff 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 is the computer lab? 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 volunteer engagement specialist.
 - F. Observance of the 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 a library staff supervisor 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 volunteer coordinator or the staff supervisor in the assignment area.
 - 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 an 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 staff supervision or the volunteer engagement specialist. Under no circumstances should a volunteer worker initiate a confrontation with library customers, staff or other volunteers.
 - I. Volunteers are not allowed to sit at public service desks or use staff computers unless specifically assigned to an area by the volunteer engagement specialist or a staff supervisor.
 - J. Personal telephone calls are prohibited except in the case of an emergency and then must be kept brief and not made at a public desk. Long distance calls are not allowed.
 - K. 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 submission of a written request by the volunteer and prior written approval from the library director, volunteer engagement specialist or staff supervisor.
 - L. All transactions between library patrons, staff and/or volunteers 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. Volunteers serve under an at-will status and may be

discharged with or without cause or notice by the library director or volunteer engagement specialist.

7. Volunteers who wish to end their tenure with OTPL should notify the volunteer engagement specialist about the decision and the effective date. Volunteers may be asked to participate in an exit interview. Volunteer files will be retained for two years.
8. A patron who lives in the library service area who wishes to challenge a library policy or any portion of a library policy should follow procedures as outlined in MGT-15: Appeals Process Policy.