



# Volunteer Policies

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# Welcome

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Welcome to the Campbell County Public Library! The Library is very happy that you have chosen to support us through your volunteer efforts. Support from people like you helps the Library to provide superior services.

All of the Library's staff sincerely desire that the time you spend with us be productive and enjoyable. You will maintain close contact with a supervisor who can help you with questions, finding tasks, and keeping your schedule.

The goals of the Library's volunteer program are many, but do include:

- Offering the Library's patrons the chance to participate in the Library's operations and contribute to its success by providing support to the Library's staff;
- Encouraging support of the Library by the community;
- Expanding the Library's services by bringing the unique, specialized, or enhanced skills of volunteers to the Library's program;
- Giving volunteers the opportunity to expand their own skills.

In all cases, the relationship between the Library and volunteers is meant to be mutually beneficial.

## *Mission Statement*

The Campbell County Public Library has adopted the following statement of its mission in the community:

*"Campbell County Public Library enhances lifelong learning by providing popular materials, programs, and services to our community."*

## *Vision Statement*

The Library's vision statement provides an overall picture of the Library's place in the community. The Library uses the vision statement in advertising, policy development and, most importantly, in the daily operation of the Library.

The Library's vision "*Connecting you to big ideas wherever you are!*" defines key concepts for the Library:

- The Library is a conduit for information and recreation, filling a unique place in its community.
- The Library is for everyone in the community.
- The Library is a both a physical place that offers its services remotely through the Internet and outreach services while at the same time maintaining a physical location that the community can visit and utilize in many ways.

# Requirements and Limitations

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## *Volunteer Positions*

Most volunteer positions are permanently posted on the Library's website because there is an ongoing need. These positions include:

- Adopt-a-Shelf Volunteer- volunteers take "ownership" of a particular section of books to ensure its materials in order and the shelves are neat;
- Book Buddy – helps with getting library materials delivered to a patron who is unable to come to the Library;
- Children's Department Volunteer – assists with programs, craft preparation, and other needs of the Children Department at each branch location;
- Special Events Volunteer – assists with set up and breakdown of seating for special events, assists with seating attendees, traffic coordination, serving light snacks, and other related activities;
- Teen Volunteer – assists with programs, craft preparation, planning teen events, and other needs of the Adult/Teen Services Department at each branch location.

Other volunteer positions may be created and posted as the needs of the Library require. When volunteers are needed in specific areas, specialized descriptions of those volunteer duties may be created as necessary.

## *Applications*

All volunteers are required to complete an application form. The form can be found on the Library's intranet and website. This form is used to determine the individual's eligibility for volunteer service, identify skills that the Library may use, indicate the length of service that is anticipated, and indicate the reasons that such service is being provided. All completed applications are kept confidential.

The volunteer application will be submitted to the Human Resources Coordinator for approval.

## *Interviews*

Prospective volunteers will meet with their supervisor to ensure that assigned activities will be appropriate for their needs. The supervisor will go over the job description and the Volunteer Policies during the interview with the applicant.

### *Background checks*

Background checks are required for Library's volunteers 18 years of age or older. The Library reserves the right to discontinue service based on the results of a background check. (Substance abuse testing is not required as a condition of volunteering.)

### *Age*

The minimum age for volunteers is twelve. Volunteers under the age of twelve are permitted if there is constant adult supervision. Supervision of persons under the age of twelve will not be provided by the Library's staff. All volunteers under the age of sixteen must submit a letter of permission from their parent or legal guardian. This letter is required even if the volunteer will have constant adult supervision.

### *Relatives of employees*

Family members of employees (who meet all qualifications) may volunteer for the Library. Family members will be treated the same as any volunteer with all of the same privileges and benefits. Employees may not supervise family members who are volunteers.

### *Former employees*

Former employees who wish to volunteer will need approval from the Human Resources Coordinator.

### *Community service*

Individual volunteers who are completing required service hours for a community or school organization are welcome at the Library. It is the responsibility of the volunteer to keep track of any required paperwork. Reasonable time should be allowed for the Library's staff to complete required paperwork.

The Library does not accept volunteers who are completing court ordered community service hours.

### *Community service groups*

The Library welcomes the volunteer efforts of community service groups completing special projects for the Library or providing specialized services. Approval of such group activities requires that one adult be designated as the group's representative to the Library. The group leader will be responsible for coordinating the activities of the

individual members of the group, making contact with the Library's staff as appropriate, and monitoring the behavior of the group in the performance of its tasks.

Groups who wish to provide a service for the Library should provide a written explanation of the activity to be performed, the extent of the services that will be provided, and an indication of the length of time this service will be provided. The Library cannot guarantee that the results of a special project will be maintained as an ongoing activity of its staff members.

*Library sponsored groups*

The Library may occasionally coordinate the activities of a group of volunteers in a specified project or series of projects. In such cases, the Library will provide supervision for the activities of the group.

# Orientation

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Volunteers for the Library will be given a brief orientation to the Library. The orientation will include:

- An introduction to their supervisor;
- Introductions to staff members;
- A brief tour of the facility (including staff areas);
- Instructions on where to place personal belongings;
- An overview of the timesheet and instructions on completing the timesheet;
- A review of the Volunteer Policies;
- Agreement on a work schedule;
- An overview of potential work assignments.

During the orientation, the supervisor will ensure that the volunteer has completed an emergency contact form and forward the form to the Human Resources Coordinator.

Volunteers should update their emergency contact form as needed.



# Supervision

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The Patron Services Supervisor, or other designated staff member, for each branch or department will be the supervisor for all volunteers. Volunteers should contact their supervisor immediately upon arriving at the Library for duty. Volunteers should remain in contact with their supervisor about scheduling, volunteer activities, and completion of any required paperwork.

The supervisor may, on occasion, direct the volunteer to another staff member for volunteer activities.

Volunteers should direct all questions or concerns to their supervisor.

Volunteers may occasionally purchase supplies for the Library in the conduct of their duties. Such expenditures should be approved in advance by the supervisor. Receipts are required for all expenditures. Volunteers will be reimbursed for such purchases.

## **Substance Abuse and Testing**

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The Library seeks to maintain a safe working environment, free from issues of substance abuse, for all patrons, staff, and volunteers. Volunteers are not required, however, to complete substance abuse testing prior to beginning their work with the Library.

Volunteers who are suspected of substance abuse will be referred by the Library for substance abuse testing. If a volunteer refuses to submit to testing, s/he will not be permitted to continue volunteer activities for the Library.

If the volunteer tests positive for a controlled substance, s/he will not be permitted to continue volunteering for the Library.

When there is a suspicion of substance abuse, the initial substance testing will be conducted at the expense of the Library. If the volunteer asks to be retested, any further tests will be the financial responsibility of the volunteer.

# Scheduling

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During orientation, the volunteer will develop a schedule with their supervisor for their volunteer hours. Unless the volunteer notifies the supervisor, their attendance during scheduled hours is expected. Staff will ensure that adequate activities and plans are in place for volunteers during their scheduled hours. As such, it is important that volunteers create and adhere to a schedule for service hours.

Volunteers who are less than sixteen years of age will not be permitted to volunteer for more than two hours per day and no more than four hours per week. Groups of volunteers (some of whom may be less than sixteen years of age) who are supervised by an adult may exceed these limitations with approval from the Library's staff.

Volunteers who come to the Library outside of their scheduled hours should contact their supervisor immediately. Volunteers who arrive outside of scheduled hours should not expect to complete service hours. Supervisors will make this determination upon the volunteer's arrival.

Volunteers are not permitted in staff areas except during their regularly scheduled work hours.

# Dress and Behavior

Created 15 Feb 2005  
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Volunteers and staff are representatives of the Library. The presentation of a positive, professional image is important to maintaining the Library's reputation in the community. As such, certain standards of dress and behavior are expected to be maintained.

## *Appropriate Attire*

Volunteers should dress comfortably but appropriately to their work assignments. Clothing may not display graphical images or text that may be considered offensive. An example of appropriate attire for a volunteer includes long pants, polo shirt, and tennis shoes. Supervisors are responsible for ensuring that standards of dress are maintained. Volunteers may consult their supervisor for further clarification of expectations.

## *Body Art*

The Library respects the rights of individuals who engage in body art (tattoos, piercings, etc.). Any visible display of body art must be appropriate for the Library's environment. Inappropriate pictures or words should be covered while volunteering.

## *Behavior*

Volunteers are expected to conform to the same behavior standards that are given for all of the Library's employees. Volunteers should not interfere with the work activities of the Library's staff. Volunteers should be respectful of the Library's working environment, both for public and staff.

## *Harassment*

The Campbell County Public Library strives to provide an environment free from all forms of harassment including harassment based on race, color, religion, gender, age, national origin, ancestry, sexual orientation, or physical or mental disability.

# **Timesheets**

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All volunteers will be given a timesheet to complete. Timesheets will be kept in a designated location. Volunteers should keep their timesheets current. It is not the responsibility of staff to complete volunteer timesheets.

The timesheet will indicate the dates, times, and activities performed during service.

The timesheet becomes the basis for recognition of service hours, letters of recognition, and other required documentation.

Completed timesheets will be sent to the Human Resource Coordinator monthly by the Volunteer Supervisor for each branch.

## **Privileges**

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Volunteers enjoy many of the same privileges that the Library's staff members enjoy.

### *Breaks and lunches*

Volunteers who are scheduled to work four or more consecutive hours may use the Library's staff lounges for breaks and lunches. Drinks and food may not be brought into work areas without permission from the supervisor. Drinks and food should never be taken into public spaces.

### *Staff holds*

Volunteers who work regularly scheduled hours may request that circulating materials be held for them at the Library until they return to volunteer. The supervisor will indicate where such items will be held. Volunteers must check out all materials promptly.

### *Staff phones*

Volunteers may use the staff phones to make short phone calls for personal purposes. Volunteers should instruct individuals who may call them during their work hours to indicate that they are asking for a volunteer and not a regular staff member.

## **Benefits**

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The Library seeks to reward those whose volunteer efforts support the services provided by the Library.

### *Volunteer library cards*

Volunteers are issued library cards with special privileges which allow them to check out materials from the Library without fines. In order for volunteers to qualify for this special card, they must complete twenty hours of volunteer service.

Volunteers should remember that all of the Library's materials must be checked out. Volunteer card privileges are revoked when service is discontinued or lapses for one year.

### *Community service hours*

Volunteer service hours at the Library are recognized by many service organizations. The Library will track the hours of all volunteers and provide documentation upon request for the hours of service that are completed.

### *Letters of recommendation*

Volunteers who complete twenty hours of service for the Library may request that Library's staff write letters of recommendation for their employment both within the Library and for other organizations. Volunteers should allow a reasonable time for such letters to be created. Letters of recommendation may be delivered to the volunteer or to the organization that requests them.

### *Volunteer recognition*

Volunteers who complete twenty hours of service to the Library will be recognized annually in April during National Volunteer Month.

### *Staff events*

Volunteers may be invited to attend some staff functions. Volunteers should check with their supervisor before planning to attend a staff event.

### *Insurance*

Volunteers are covered by the Library's liability and worker's compensation insurance while conducting assigned tasks at the Library. No other types of insurance are available to volunteers.

### *Tax deductions*

Volunteers may be able to deduct expenses (for child care, travel, or other expenditures) that are incurred during the conduct of their duties. Volunteers should consult with a tax professional to make these determinations.

### *Professional field experience*

Students pursuing a degree in Library Science may contact the Library about credit for professional field experience. In these cases, the Library will create a program of study that exposes the student to a variety of work environments. The Library can also create programs that focus a student on a selected aspect of library service, provided the area of focus is within the Library's own goals and service. Professional field experiences will be coordinated through the Human Resources Coordinator. Volunteer hours that are accumulated during a professional field experience will not be counted toward seniority if employment is offered.

### *Internships*

Students pursuing degrees through a recognized educational program may choose to do an internship at the Library. In these cases, the Library will provide work experiences relevant to the student's course of study. The intern's curriculum should coincide with the Library's own needs and mission. Internships should be coordinated through the Human Resources Coordinator. Volunteer hours that are accumulated during an internship will not be counted toward seniority if employment at the Library is offered.

### *Honorariums*

The Library Director may approve small honorariums or purchase of gifts for volunteers who provide superior service or perform a special, beneficial service for the Library.



## **Discontinuation of Service**

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Volunteers may discontinue their service to the Library at any time. Volunteers should notify their supervisor if service will be discontinued.

The Library likewise reserves the right to discontinue the services of any volunteer at any time. The reasons for discontinuation of service include (but are not limited to):

- Failure to respond to supervision;
- Failure to accomplish assigned tasks;
- Failure to notify the supervisor when unable to report for scheduled work hours;
- Causing a disturbance;
- Hampering or disrupting the work activities of the Library's staff;
- Inappropriate behavior.

All volunteer privileges and benefits are terminated at the time of discontinuation of service.