



# 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*

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 Manager 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 the 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 Manager.

### *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 Manager.

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. No one who refuses to submit to testing will be permitted to continue volunteer activities for the library.

Volunteers who test positive for a controlled substance 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**

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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. At all times, volunteers are expected to exercise good judgement and dress in a manner consistent with the library's professional standards and the needs of the tasks that they are performing. Supervisors are responsible for ensuring that standards of dress are maintained. Supervisors should be consulted when a volunteer is unsure of appropriate attire.

### *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.

### *Hair*

The library respects the rights of individuals to express themselves through their hair (different hair colors, wigs, religious coverings, etc.).

### *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 Manager 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 which allow them to check out materials from the library. Volunteers should remember that all of the library's materials must be checked out.

### *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 Manager. 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 Manager. 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.



# Service Projects

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Some volunteers may approach the library seeking credit for a service project, such as earning an Eagle Scout badge from the Boy Scouts of America. The library welcomes the opportunity to partner with such volunteers; however, the goals of the library and the volunteer must align in order for a project to be approved.

## *Project submission and approval*

A service project volunteer must submit a written description of the proposed project. The project must have obvious merits to the library in terms of its patrons, its services, or its facilities. The description must include:

- Name and complete contact information for the volunteer
- Organization and contact information
- Contact information for supervising authority within the organization
- Informational materials (or a link to a website) outlining the organization's expectations and goals for the project volunteer and the type of project(s) that will be considered for approval
- Copy of any application form (or suggested wording for a letter of commitment) that is required from the library
- Copy of completed application form for submission of the project for approval to the organization by the volunteer
- Expected benefit to the library upon completion/execution of the project
- Project location and extent of work area
- Project costs, including any expected expenses/donations from the library
- Costs for any ongoing commitment or support for the project from the library
- Project timeline, detailing all project activities, and a firm deadline

Once this information has been received, the Library Director will consider the project for approval. Until all of this information has been received, no project will be considered approved. Approval will be given by the Director in written form. No commitment from anyone other than the Director will be binding on the library.

## *Project timelines*

The library expects that any approved project will begin immediately and that the project will be completed by the deadline indicated in the submitted description. Any extensions or modifications to the timeline/deadline must be requested in writing and

approved by the Director. Any failure to meet the library's expectations in terms of timeline or deadline may be cause for immediate termination of the project.

#### *Project expenses*

Generally, the expenses of the project will be carried by the volunteer. The library may agree to cover any, some, all, or none of the expenses of a project without setting any future precedent. If a project is not completed, the library will expect full reimbursement for any funds expended toward its completion. Any donated funds that are not spent or that are spent on a failed project are the responsibility of the volunteer. The library accepts no responsibility for donated funds or materials for any project.

If a project is terminated or is not completed, the library will expect full reimbursement for any additional expenses to repair its property, replace its equipment, or otherwise return its facilities and services to their full operational nature in good repair.

The library may only be designated as a recipient of a project in any fundraising campaign. The library, its logo, or the names/titles of any of its staff may not be used to solicit funds for any reason.

#### *Project labor and supervision*

The library expects that it will be obligated to offer minimal support in terms of labor and supervision of any project. Consultations and communications with staff members are encouraged but will be conducted at the discretion of the staff members involved. The library is under no obligation to extend an employee's regular work hours or change any employee's regular work schedule for a volunteer's project.

Supervision of the project is the responsibility of the volunteer and the sponsoring organization. If there is a problem or concern, the library will expect full cooperation from the sponsoring organization and the volunteer in resolving the issue.

#### *Project publicity*

Upon completion of a project or during its execution, the library may choose to provide information to the media. No project volunteer is authorized to provide information to the media concerning a project for the library without the Director's written authorization to do so.

*Project reports*

The library will expect regular, written reports from the volunteer during the course of the project. The Director and the volunteer will agree upon an interval for the reports. Failure to communicate regularly at the specified interval or to communicate information/requests to the library during the project could result in the project's termination. A full report will be provided by the volunteer to the library within one month of completing a project.

*Project termination*

The library reserves the right to terminate any volunteer project at any time with or without cause. Terminations will be made in writing.