

Volunteer Policy

Volunteers at Craig County Public Library (CCPL) work to expand and enhance the public service mission of the library by providing support services and working on special projects to benefit the library. Although volunteers do not take the place of paid staff, they are indispensable, enabling us to serve the community more effectively. They also provide a means to effectively involve the community in activities related to the library. By giving their time, energy and talents to assist the library in providing quality service to the public, they enable the library to stretch limited resources and complete numerous tasks. They also provide a means to effectively involve the community in activities related to the library and may become strong advocates for the library.

Eligibility: Applicants for most library volunteer positions must be 18 years of age and have completed high school. Teenage applicants (13-17) may volunteer under adult supervision with children's programs or on other projects by special arrangement.

Application Process: Prospective volunteers complete Library Volunteer Application which is kept on file for a year. Every effort will be made to match the applicant's skills, interests, and abilities to available library activities. Applicants will be called if a project is identified which matches their interests.

Volunteers who work in the library unsupervised will complete a State Employment Application and undergo a background check prior to being assigned to work independently. The Library Director will maintain confidentiality of the background check documents.

Expectations: Volunteers are expected to provide accurate and complete information on the applications. When assigned, they are expected to honor their schedule, record all hours worked, and to wear identification while working in the library. Any necessary changes in schedule or absences, whether planned or emergency, should be communicated with the volunteer coordinator or library staff in a timely manner.

To the public, a volunteer appears to be part of the library's staff and represents the library to the community. Behavior and appearance is expected to be professional at all times. Appropriate, sensible clothing and shoes are to be worn while working. Any concerns should be discussed with the volunteer coordinator or library director as soon as possible.

Confidentiality: Volunteers are subject to a code of ethics similar to the one observed by paid staff. The confidentiality of library patrons' personal information must be respected. Information about a patron must never be discussed except with library employees in the course of business and never outside the library. Violation of this special trust will be grounds for immediate dismissal.

Resignation/Dismissal: The volunteer relationship can be terminated at any time by either party. Except in emergency situations, volunteers should try to give 14 days' notice. In addition to breach of confidentiality, certain other behaviors may be cause for immediate dismissal. These include: repeated absences or absences without proper notification, unauthorized entry or use of the library facility, violation of library policy and procedures, theft or misuse of library materials and supplies, threatened or actual physical violence or profane or abusive language, or the use, possession, or being under the

influence of alcohol or drugs (except medication prescribed by a doctor and taken in accordance with his/her instructions) during working time.

Volunteer Rights Include:

- The right to meaningful assignments
- The right to be treated as equal co-workers
- The right to effective supervision
- The right to full involvement and participation
- The right to recognition for work done

Volunteer Responsibilities Include:

- To abide by the stated policies and procedures of CCPL
- To respect the confidentiality of all library users
- To take seriously their commitment to service
- To realize that they represent the library to the public
- To assure equal access to all patrons, regardless of age, religion, race, ethnic background, or political views (see ALA's *Library Bill of Rights*)