

## **Policy 905**

### **Volunteer Policy**

The Sugar Grove Library (SGPL) offers volunteer opportunities for the public to serve the Library and the community. The SGPL Director and/or designee shall determine what is in the best interest of the Library when accepting and placing volunteers.

#### **A. Purpose**

The SGPL volunteer program is designed to:

1. Encourage public service and community involvement.
2. Complement and assist the efforts of employees.
3. Serve as a means to become more familiar with Library services, resources, materials, and programs.
4. Provide services where the Library lacks the funding to adequately supply human resources. Examples of this may include shelving, grounds beautification, custodial.

#### **B. Procedure**

Selection is based on candidate qualifications, volunteer activity requirements, and on the ability to commit to a schedule as determined by a designated SGPL employee. General volunteers may be 18 years and older, teen volunteers 14 and above may be utilized for summer reading programs and extra assistance.

To become a volunteer, individuals must:

1. Complete an application to volunteer at the SGPL. Written parental/guardian permission is required for any volunteer under the age of 18.
2. Complete an interview with staff.
3. May be required to undergo a criminal background check or police verification for any volunteer over the age of 18.

#### **C. Selection**

If a volunteer opportunity arises that meets the needs of the SGPL and also matches a volunteer's qualifications, a designated employee will interview the candidate. Candidates 18 years of age or older will be provided the applicable form/s to authorize a background check if required. Upon a successful background and/or reference screening, volunteer will be contacted to set up a schedule.

While the SGPL appreciates every person who wishes to volunteer, opportunities for volunteer work are limited as supervisor of volunteers is essential, and there must be adequate work

duties to provide a fulfilling experience. Therefore, if there are no immediate volunteer openings, completed applications shall be retained for future consideration.

#### **D. Supervision**

SGPL volunteers will have an on-site supervisor who is responsible for the assigned volunteer work. Volunteers may be limited in order to adequately supervise, and provide for effective use of time. Supervisors shall:

1. Be available for volunteer assistance and/or guidance.
2. Apprise the volunteer of all applicable policies/procedures that relate to their work.
3. Afford volunteers with the necessary supplies, equipment, and/or space to perform their work.
4. Record the volunteer's hours.

#### **E. Responsibilities**

Volunteers are viewed as representatives of the Library while on duty and carry responsibilities that reflect the values of SGPL.

Volunteers shall:

1. Comply with the mission, values, goals, and all applicable policies.
2. Be able to capably perform assigned work in order to continue to volunteer.
3. While access to privileged information shall be extremely limited, volunteers should maintain the confidentiality of all proprietary/privileged information, or any patron information encountered.
4. Arrive on time to begin work as scheduled.
5. Contact their supervisor if there is a delay or when not able to work.
6. Wear an assigned volunteer badge that identifies the wearer as a volunteer while they are working.

#### **F. Community Service Volunteers**

The Library may accept court ordered community service hours provided the offense is not theft, violence, or other offenses that would cause caution as volunteers work in the vicinity of patrons. Driving infractions are acceptable for service.

Additional supervision may be required, as well as documentation and authorization by the Director. Duties typically performed will be custodial, cleaning, or landscaping in nature unless other skills may be a match for a project.

## **G. Practice**

1. Volunteers do not receive pay or reimbursement of any nature.
2. Volunteers may not replace employees of the Library.
3. Health and safety will be a consideration for any job duty performed.
4. SGPL does not discriminate on the basis of any legally protected class in relation to the selection and/or retention of volunteers.
5. Volunteer positions may be terminated at any time by the Library or the volunteer.
6. Volunteers may not be utilized if there is a pandemic, health risk, or other serious situation that limits interactions with staff and patrons. Feasibility of placement will be carefully considered.

9/23/20 Approved by the Board of Trustees