

# Musser Public Library Volunteer Policy

Our Mission as a public library is to provide comprehensive and innovative services designed to promote reading and lifelong learning as well as meet the information and entertainment needs of our community.

## Library Values:

**Confidentiality:** Transactions between patrons and the volunteers are confidential and must always be upheld. This includes information about what materials a patron has checked out, placed on hold, asked about as well as reference questions asked by patrons.

**Conduct:** Volunteers represent the Musser Public Library, meaning that they are to act in a business-like manner at all times. Volunteers must also follow the same policies, procedures, and guidelines that all library employees are given.

**Volunteer Rights and Responsibilities:** Volunteers are to be treated with fairness and respect at all times. They are also to be given activities that match their ability levels and constructive feedback for their work. In return, volunteers are to complete their assignments to the best of their ability and to uphold the mission and values of the Musser Public Library.

## Process to Becoming a Library Volunteer:

**Application:** Anyone who is interested in becoming a volunteer at the Musser Public Library should obtain an application from the Circulation Desk, the Library Office, or online on our website. After being completed the application is to be returned to either the Circulation Desk or the Library Office. Background criminal, sex offender and driver's license checks (if applicable) are required for all potential library volunteers age 18 or older.

**Interview:** Potential library volunteers will be contacted to schedule a time and date to be interviewed. The interviews will be conducted by the Volunteer Supervisor. Volunteers are selected based on their qualifications, their availability, and the needs of the Musser Public Library. If there are no available positions, the application form will be kept on file for one year. If a suitable position becomes available the potential volunteer will be notified.

**Orientation/Training:** Volunteers will be given both an overview of the working of the Musser Public Library and more detailed instructions on what they will be doing from their supervising librarian. This is in order to provide the information and skills necessary to perform the responsibilities of the volunteer.

**Supervision:** All volunteers will have a clearly identified supervisor who will give them their day-to-day instructions. The supervisor is also the person you contact if you are going to be late or absent, you have to resign from your post, or you have any question or concerns.

## **Procedure with Volunteering:**

**Attendance and Punctuality:** Volunteers are to show up on time for their scheduled hours. If a problem were to arise that keep a volunteer from fulfilling their volunteer engagements, they should inform their supervisor as soon as possible. Volunteers should also notify their supervisors of any planned time off that they need.

**Appearance:** Employees and volunteers are asked to follow the business casual dress code that is set up by the Musser Public Library.

**Breaks:** For every four hour shift that the volunteer works they should take a 15 minute break. When the volunteer is leaving the area they are to notify their supervisor or staff person.

**Name Badges:** Volunteer name badges are located at the reference desk by the Log Book and are to be worn at all time. These badges are for the safety of our staff and patrons in addition to allowing for patrons to identify you as a volunteer.

**Resignation:** To allow us to keep track of our available positions and to maintain schedule coverage volunteers are to notify their supervisor in person, in writing, or by email at least two weeks in advance.

**Timekeeping Log:** To better keep track of the volunteer's hours there is a timekeeping log book at the Reference Desk. All volunteers are to sign in and out to the nearest fifteen minutes every time they volunteer.

**Personal Electronic Use:** Volunteers are allowed to use their personal electronics during breaks and other designated times, such as an emergency, but are to otherwise refrain from using cell phones, tablets, etc. while on their shift.