



# Musser Public Library

408 E 2nd ST  
Muscatine, Iowa 52761

## **Musser Public Library Volunteer Guidelines**

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.

### **Becoming a Library Volunteer**

Are you ready to join our team as a library volunteer? Here are the steps you'll need to take!

#### **Application**

Anyone who is interested in becoming a volunteer at the Musser Public Library should obtain an application from the Circulation Desk or online from our website. On the application, please indicate which team you'd be interested in working on. After being completed, the application is to be returned to the Library. Background checks are required. To volunteer, you must be 14 years 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 Coordinator and potential

Project Supervisors. Volunteers are selected based on their qualifications, their availability, and the needs of the Musser Public Library.

### **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 the Project Supervisor. 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 Project Supervisor who will help them with specific projects. You can contact your supervising librarian or the Volunteer Coordinator if you have something come up.

## **Procedure with Volunteering**

### **Attendance**

Although volunteer hours are scheduled, we know that things happen. Please let the Volunteer Supervisor know if you plan to be absent.

### **Appearance**

While you are volunteering, you are also representing the Library. Volunteers are asked to follow the business casual dress code that is set up by the Musser Public Library.

### **Name Badges**

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