

Wells Branch Community Library District Volunteer Policy

Library volunteers assist the staff and serve the public in a pleasant and efficient manner. Every person plays an important role in developing and maintaining excellent services to the community. Volunteers give of their time and talents without expectation of special treatment. It is not library policy to reduce fines or extend any other privileges in exchange for volunteer services.

Each volunteer has an important set of assigned duties; however, these duties should never be given priority when a patron is waiting to be served. All patrons regardless of sex, race, religion, or age are to be given the same high standard of friendly and courteous service. All volunteers are representatives of the library and should avoid making derogatory remarks about its staff, services, or policies to the public. Any dissatisfaction should be resolved privately within the library setting by speaking with a manager and/or following steps in the WBCLD Complaint Policy.

Community Service:

Volunteering at the library is considered community service. Any volunteer who needs documentation of their hours of service must make that known at the interview.

The library is pleased to offer letters of recommendation and documentation of hours for volunteers to use for resumes and applications.

Volunteers who need documentation for court ordered community service must make arrangements with the volunteer coordinator and the director before orientation or training. Whether the library can accommodate court ordered community service hours will be determined on a case-by-case basis and is generally limited to residents of the district.

Eligibility:

Wells Branch Community Library welcomes qualified volunteers for requested time slots. Volunteers fulfill a variety of tasks to support the staff and augment services to the community.

- Needs may vary and flexibility is required.
- Volunteers must be at least 14 years old or accompanied by a mentor volunteer.
- Volunteers must meet the requirements and complete training for each position.
- Volunteers need to demonstrate proficiency for assignments.
- Volunteer assignments may be terminated due to changing needs.
- The library is sometimes unable to accept volunteers that are qualified.

Scheduling:

It is pivotal to the functioning of the library and the volunteer relationship that all volunteers arrive on time for their scheduled hours and ready to work. Volunteers who are not scheduled will not be able to work. Volunteers may only enter staff areas as needed during a scheduled shift. Volunteers may not sit at or behind a public service

desk unless specifically trained and scheduled to do so. Volunteers who miss their shifts may be removed from the schedule.

Expectations:

The library expects all volunteers to:

- Complete the volunteer application and sign the volunteer agreement.
- Attend an interview with the volunteer coordinator.
- Schedule and attend orientation and training.
- Set a regular schedule with the volunteer coordinator.
- Work only on delegated tasks for which they have been adequately trained.
- Be productive and cooperative team members.
- Follow library policies and procedures, asking for clarification when needed.
- Arrive in the library on time and ready for work for scheduled shifts.
- Make known to the volunteer coordinator or any manager any obstacles they encounter to making this a meaningful experience.

Privacy:

The Right to Privacy Act guarantees that no confidential information will be given to unauthorized persons without the individual's or district's written consent. Information concerning clients acquired from any source will be kept confidential and discussed only with appropriate staff.

Safety:

Wells Branch Community Library is committed to providing and maintaining a healthy and safe work environment for all employees and volunteers. Any unsafe conditions that may be potential hazards or items in need of repair should be immediately reported to the Library Director or other manager. All accidents or emergencies must be reported immediately to the Library Director or shift manager. The library prohibits volunteers from bringing handguns into the workplace according to Texas Labor Code s2.062 (a)(b)

Term of Service:

The library appreciates that volunteers may not be able to continue to give of their time. Notice of the need to terminate assignments allows for a replacement to be secured. Volunteers will be terminated by the library for a variety of reasons, including but not limited to

- disclosure of confidential information
- incompetence
- rudeness to patrons and/or staff
- harassment of any kind
- noncompliance with the library's policies and procedures
- disregard for safety practices
- absences without notice or unwillingness/inability to adhere to the schedule
- consumption of (or being under the influence of) alcoholic beverages or illegal drugs at the library, or

- conduct which is deemed criminal under applicable law

Records:

The library will endeavor to maintain accurate volunteer records containing relevant information. These records of necessity shall be brief. Volunteers can request documentation of their hours for the previous 12 months.

Discrimination/ Harassment:

It is Wells Branch Community Library's policy to provide equal volunteer opportunity for all applicants meeting the minimum requirements for the position. Wells Branch Community Library does not discriminate on the basis of race, color, religion, sex, national origin, ancestry, age, disability, medical condition (including pregnancy, childbirth or related medical conditions), family-care status, veteran status, marital status, or sexual orientation. Wells Branch Community Library also makes reasonable accommodations for disabled persons. Finally, Wells Branch Community Library prohibits the harassment of any individual on any of the basis listed above.

Volunteer Agreement

I, _____, do hereby agree to indemnify and hold harmless the Wells Branch Community Library from any and all claims or causes of action that may arise out of performance of my assigned duties.

I waive any right of action I have against the Wells Branch Community Library in consideration of my participation as a volunteer for the Library.

I also understand that, in my capacity as a Wells Branch Community Library volunteer, I may come into contact with confidential information. I agree to protect this information to the best of my abilities as a volunteer and not to divulge it during or after my service as a volunteer has ended.

I read and understand the Volunteer Policy of the Wells Branch Library as adopted on July 19, 2015.

Signature

Printed Name

Date
