

# **Jack Russell Memorial Library Volunteer Policy**

## **Purpose**

The Jack Russell Memorial Library (JRML or the Library) recognizes the significant contribution volunteers make to the Library and the Hartford community. Volunteers do not replace paid staff but instead partner with them to provide the best possible service to library patrons.

## **Definition of a Volunteer**

A volunteer is an individual who contributes time, energy and talents without wages, benefits, or compensation. To volunteer is about freely giving your time to help the JRML achieve its goals.

## **Supervision**

The JRML has a Volunteer Coordinator. The Volunteer Coordinator manages the volunteer program. Your direct supervisor may be a different person depending on your volunteer task.

## **Age Requirement**

Volunteers must be at least 16 years of age to work as a library volunteer. Exceptions may be made with prior approval by the Library Director. Parent/guardian signature is required on the JRML Volunteer application, JRML Volunteer Liability Waiver form and the City of Hartford Background Check form for volunteers under the age of 18.

## **Selection Process**

All volunteers are required to fill out and submit a JRML Volunteer application, JRML Volunteer Liability Waiver form and a City of Hartford Background Check form prior to volunteering. Acceptance of an application is at the Library's discretion. The applicant will be contacted and an interview scheduled. Volunteers will not be able to complete court-ordered community service at the JRML. Volunteers will be selected based on their areas of interest and qualifications in relation to the needs of the JRML. The number of volunteers accepted is based on the amount of work and supervisory time available.

## **Job Orientation and Training**

The JRML will provide an orientation which includes a tour of the Library, an overview of the Volunteer Sign-in/Sign-out procedure, Volunteer Monthly Calendar, Volunteer Policy and training appropriate to the task the volunteer will be assigned. Training may take 4 to 6 weeks depending on the task assigned and will be scheduled on the library staff's schedule. Volunteers may be required to attend occasional training sessions. The Library may at anytime, for whatever reason, decide to make changes in the nature of the volunteers task or change the volunteers day and/or hours.

## **Trial Period**

The JRML has a 90 day trial period. During this time, the performance of the volunteer will be continuously evaluated and additional training may be needed. If after the 90 day trial period the volunteer is performing poorly then the Library will decide to either reassign the volunteer to a task that is a better fit or the Library may determine it is necessary to dismiss the volunteer.

## **Volunteer Schedule**

The volunteers assigned day and time will be determined by the JRML as time and staff warrant. The Library will try to accommodate the volunteers preferred day and time. Volunteer hours will be from 9:00am to 5:00pm Monday through Friday. The Library may at anytime, for whatever reason, decide to make changes in the nature of the volunteers task or change the volunteers day and/or hours.

## **Work Limitations**

Volunteers should disclose to the Volunteer Coordinator any disabilities or work limitations that may affect their ability to perform assigned library tasks. Some tasks require physical abilities including frequent standing, walking, sitting and handling objects. Volunteers may need to reach with hands and arms, stoop, kneel, crawl and smell. Volunteers may regularly need to move book trucks up to 100 pounds. Specific vision abilities required for volunteer work include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust and focus. A doctor's written authorization indicating that a volunteer may perform specific tasks may be required.

## **Attendance**

Volunteers are expected to be dependable. If you are unable to come in for a scheduled shift then please contact the Library at 262-673-8240 as soon as possible. Volunteers are required to log attendance in the Volunteer Sign-in/Sign-Out Log at the beginning and end of each shift. Accurate reporting of volunteer hours is very important. The Library maintains statistics of volunteer hours.

## **Confidential Information**

Volunteers are expected to maintain confidentiality of all information to which they are exposed to while serving as a volunteer. This includes any information about materials a patron has looked at, asked for, or checked out, as well as reference questions asked by library patrons. No information about a library patron from any source is to be disclosed. Confidential information is not to be shared with your family, friends or acquaintances.

## **Dress Code**

Volunteers are expected to dress and groom themselves in accordance with accepted business standards. Clothing must be clean and non-offensive. Personal safety should be maintained in the work environment. Volunteers are asked to wear a JRML Volunteer name tag for correct identification.

## **Volunteer Relations**

Volunteers are to act in accordance with JRML policies, code of conduct and procedures. The Library's success depends on the quality of your relationship with library patrons, staff and other volunteers. Please treat library patrons, staff and other volunteers in a courteous and respectful manner. Be considerate about the views of library patrons, staff and other volunteers. Volunteers are to direct all questions or concerns raised by patrons relating to the Library's collection, services, policies, procedures and reference questions to a library staff member.

## **Personal Use of Library Property**

Library owned equipment and supplies are for library use only and may not be used for personal use.

## **Theft**

Theft is considered to be the unauthorized use of library services, facilities or taking of library property for personal use. No item should ever be removed from the library premises without the authorization of the Library Director. Failure to properly check out library materials is considered theft. All library material must be checked out. There are no exceptions to this rule.

## **Safety**

Please report all accidents, injuries and anything that needs repair to the Library Director or Volunteer Coordinator immediately. Volunteers are not authorized to use the wheeled step stools for any reason. Volunteers are not employees of the JRML and are not covered under any Worker's Compensation Plan.

## **Harassment**

Volunteers are responsible for keeping the JRML environment free of harassment. A volunteer who becomes aware of harassment, whether by witnessing an incident or being told of it, must report it to the Library Director or Volunteer Coordinator.

Harassment of any sort --verbal, physical, visual-- will not be tolerated. The Library intends to provide an environment that is pleasant and free from intimidation or other hostile action. Harassment can take many forms including but not limited to: abusive language, signs, jokes, pranks, unwelcome physical contact or violent acts.

## **Dismissal**

All volunteers will be held to the same policies and code of conduct that library employees are held to regarding safety and unacceptable activities. The JRML may at any time, for whatever reason, decide to dismiss the volunteers relationship with the Library. The decision to dismiss a volunteer lies with the Library Director.

## **Reasons for Dismissal**

To avoid any possible confusion, some of the more obvious unacceptable activities are as follows:

- ▲ Being intoxicated or under the influence of drugs or alcohol while volunteering.
- ▲ Willful violation of library policies, code of conduct or procedures.
- ▲ Inability to perform assigned tasks satisfactorily.
- ▲ Failure to obey instructions.
- ▲ Exhibiting insubordinate behavior.
- ▲ Release of confidential library information.
- ▲ Unauthorized use of library equipment.
- ▲ Theft of library property.
- ▲ Failure to follow safety practices.
- ▲ Mistreating or threatening patrons, library staff or other volunteers.

## **Volunteers Personal Property**

The JRML shall not be responsible for damage, lost or stolen personal property while the volunteer is performing authorized library tasks. If private property is damaged or stolen then the Library shall make a thorough investigation of the incident and complete a report of the findings. The Library does not provide insurance coverage for a volunteer's privately-owned vehicle.

## **Volunteer Rights**

- ▲ Be assigned to a task that suits their personal preferences, skills, experience and qualifications.
- ▲ Know their supervisors and how to contact them.
- ▲ Be trained to do their task.
- ▲ Be provided with adequate guidance and supervision.
- ▲ Feedback about their performance.
- ▲ Have their concerns and complaints heard.
- ▲ Have their personal information held confidential.
- ▲ Be respected by patrons, library staff and other volunteers.
- ▲ Ability to say “no”, volunteers should not be coerced into doing tasks against their wishes or that they don't feel qualified to do.
- ▲ Resign from their volunteer commitment.

## **Volunteers Resignation**

To end a volunteer commitment, the volunteer is asked to notify the Volunteer Coordinator of the decision and the effective date as soon as possible. Volunteers are asked to attend an exit interview. The purpose of this interview is to accomplish the following:

- ▲ Bring closure to the volunteer and JRML relationship.
- ▲ Obtain feedback about the overall volunteer experience for the purpose of ongoing volunteer program development.