

ESTHERVILLE PUBLIC LIBRARY
VOLUNTEER POLICY

Statement:

Volunteer workers are unpaid staff members who offer their time and talents to assist paid library staff in the operation and programming of the Estherville Public Library. Volunteers may work with short-term projects or programs or give continuing service over an extended period of time.

Volunteers are intended to supplement, not supplant, regular staff responsibilities, and as such the duties assigned to volunteers will be limited.

The names of people who wish to volunteer for library work are placed on a list and these individuals are notified as needed.

Estherville Public Library staff will incorporate each volunteer into the work schedule as negotiated. The volunteer agrees to serve without pay, and to comply with background checks and a request for references, if applicable. The Estherville Public Library reserves the right to refuse offers of volunteer time.

Guidelines for Training Volunteers:

1. **Orientation:** The volunteer will be provided with a general orientation, which offers information about the Estherville Public Library. This orientation should include:
 - a. History of the Estherville Public Library
 - b. The purpose and objectives of the Estherville Public Library and its role in the community.
 - c. The City of Estherville administrative structure, relating governing body to staff, to the public, to clients, and to volunteers.
 - d. Estherville Public Library fund-raising policies and funding procedures.
 - e. An overview of Estherville Public Library policies that may apply to the volunteer and/or the work expected of this individual.
 - f. Review of rules and regulations pertaining to volunteers and an interpretation of duties, rights, and roles. Volunteers must understand the confidentiality of library records, specifically, before access to the circulation system will be granted.

2. **Induction:** Library volunteers will be made thoroughly familiar with the work expected of them. The volunteer will have direct contact with a supervising paid staff member. To help a new volunteer acclimate, paid staff will offer the following:
 - a. Introduce the volunteer to paid staff members and other volunteers with whom he or she will work cooperatively.
 - b. Inform the volunteer about specific duties and procedures.
 - c. Show the volunteer where to put wraps and personal belongings, and also where supplies, coffee, lunch and restrooms are located.
 - d. Introduce the volunteer to the staff person chosen to provide guidance, supervision, and consultation.
 - e. Provide the volunteer with a list of resources such as phone numbers, instructions, and other materials necessary to the job.

Volunteers will be reminded of the following fundamentals:

- 1. Attitude:** Volunteers must work with an open-minded attitude, and a willingness to be trained, and supervised. They must also exhibit a willingness to serve all members of the public regardless of age, gender, race, or other factors. They will be encouraged to seek understanding of rules with which they disagree or which they question.
- 2. Dependability:** Dependability is an essential quality. When unable to be at the library at the scheduled time, it is the volunteer's responsibility to notify library personnel.
- 3. Communication:** Library volunteers provide a vital link between the library and the community. The volunteer will report all comments and complaints to the Director of Library Services. Confidential matters must be kept confidential.
- 4. Responsibility:** Library volunteers will agree to assume only the job duties which they are assigned. Volunteers should make their position known to the public by wearing provided "volunteer" name badges, and should refer advanced questions to paid staff members.

Additionally, our volunteer positions must comply with federal guidelines:

1. Volunteers cannot displace employed workers.
2. Volunteers cannot conduct or engage in religious, sectarian, or political activities.
3. Volunteers cannot be excluded from participation or be denied benefits on the grounds of race, creed, color, national origin, sex, political affiliation, or religious belief.
4. The library, as a volunteer station, will comply with the Americans with Disabilities Act (ADA) regulations.

Approved: 06/2011 Reviewed: 03/2013 Revised 03/2013, 03/2017