

Policy Statement

Library volunteers play an important role as partners in the library's mission of connecting people to the world of ideas and information.

The Volunteer program enhances library service by supplementing, not replacing, library staff with volunteers. Volunteers raise the visibility of the library in the community by helping to create an awareness and understanding of the library and its services.

Volunteer assistance helps to provide support to create new and expand the current services of the library.

Volunteers should be informed about the following:

- The Director of the Library is responsible for all volunteers.
- A work schedule is recommended as an aid to both the staff and volunteer
- All volunteers will be given a routine orientation of the library, its staff and its services
- A background check will be conducted before volunteers may begin volunteering

GUIDELINES & REGULATIONS

Eligibility:

Everyone in the community is encouraged to apply for the Volunteer Program at the Matilda J. Gibson Memorial Library. We host a great group of volunteers annually throughout our organization; however, sometimes a volunteer simply does not match available opportunities.

Standards

Similar to paid employees, volunteers may be dismissed for any number of reasons, including undependability, prolonged absenteeism, inability to perform assigned tasks, and assuming duties not assigned by the supervising staff.

Supervision

Volunteers will work in the areas they are assigned. For example, adult volunteers will work directly with library staff upstairs and teen/children volunteers will work directly with the Youth Services Librarian. Those assisting with the technology will report to the Director. Volunteers will, however, work with the Library Director to plan their volunteer schedules for their respective areas. Volunteers are always encouraged when the library has special programming.

Expectations of Volunteers

- **Reliability:** after committing to a particular time and assignment, it is important to follow through. Contact should be made ahead of time, when feasible, to let the staff know if it is not

possible to come to work on a specified day.

- **Confidentiality:** Depending on the assignment, if a volunteer finds themselves in a position to observe peoples' reading choices, or other personal information, these observations **must not be shared with anyone** outside the library. At all times, the staff and volunteers are required to respect the right to privacy of patrons and employees.
- **Pleasant demeanor and positive attitude:** Volunteers and staff working with the public will always be pleasant and courteous. Pride should be taken in the work each person is doing, sharing ideas and concerns with the library staff or Director, and speaking positively about the library at every opportunity. Volunteers are part of a larger team of people including: the Library Board, staff, and City Council. All these individuals care for the welfare of the Public Library and act as ambassadors for the entire Creston and Union County community.
- **Dress code:** Volunteers are expected to dress neatly, be clean and presentable, and shall not wear tank tops, short shorts or any clothing with messages that may be construed as obscene or profane. The volunteer is held to the same standards of dress as the employees.
- **Time Restrictions:** For volunteers ages 11 through 13 (or younger), the amount of volunteer time will be restricted to no more than two hours per week.
- **Handling difficult situations:** If a volunteer should observe problematic behavior by patrons, they are not to intervene. Please notify a member of the library staff to address the behavior.

Volunteer injuries:

The library doesn't assume the responsibility of any injury that a volunteer may sustain. The library tries to ensure that volunteer tasks are always safe. If there is a task a volunteer feels uncomfortable doing, it is their responsibility to let the staff know.

Possible areas/job descriptions of volunteer activities include:

- Shelving materials, reading shelves, assisting on inventory, computer help or technology help, library programs, survey, distribution of flyers and marketing materials, assisting at the circulation desk and repairing materials.
- Job descriptions: Collection Inventory Aide, Library Program Aide, Media Technician Aide, Circulation/Reference Desk Support, and Children/Teen Volunteers.

Attached to this policy are the volunteer application, job descriptions and volunteer template schedule.

Adopted: January 2021 (This policy supersedes previous versions dated before November 2021).

Revised: 7/1997, 1/2002, 1/2005, 2/2008, 4/2014, 4/2017



Matilda J. Gibson Memorial Library Volunteer Application

First Name _____

Last Name _____

Address _____

City/State/Zip _____

Home Phone _____ **Cell Phone** _____

Email _____

Employment

Current Employer, if applicable (not required):

Position/Title _____

Company/Employer _____

Address of employer _____

Would you like us to keep your employer abreast of your volunteer service and achievements?

Yes

No

Emergency contact required (if under 18, please list your parent/guardian).

Name _____

Phone number _____

Relationship to volunteer _____

Doctor name and Number _____



Matilda J. Gibson Memorial Library Volunteer Application

SKILLS & EXPERIENCE

Special training, skills and hobbies:

Why do you want to volunteer at Matilda J. Gibson Memorial Library? [Or, what do you want to gain from this volunteer experience?]

Which of the following skills do you possess? (If you are unsure about one, write a question mark in the box)

Using a database

Excel

PowerPoint

Data entry

Word

Assisting individuals with technology

Availability

Please mark which time preferences/days you are available to volunteer:

Time preference:

Mornings

Afternoons

Evenings

Days:

Monday

Tuesday

Wednesday

Thursday

Friday

Saturday



Matilda J. Gibson Memorial Library Volunteer Application

Please read the following carefully before signing this application:

I understand that this is an application for and not a commitment or promise of volunteer opportunity. I certify that I have and will provide information throughout the selection process, including on this application for a volunteer position and in interviews with the Matilda J. Gibson Memorial Library that is true, correct, and complete to the best of my knowledge. I certify that I have and will answer all questions to the best of my ability and that I have not and will not withhold any information that would unfavorably affect my application for a volunteer position. I understand that information contained on my application will be verified by Gibson Memorial Library. I understand that misrepresentations or omissions may be cause for my immediate rejection as an applicant for a volunteer position with Gibson Memorial Library or my termination as a volunteer.

Signature _____ Date _____



Matilda J. Gibson Memorial Library

Volunteer Job Descriptions

Collection Inventory Aide:

Under staff direction, these volunteers may help prepare items for shelving, stamp books, cover books or pick up materials left on tables. This is a great job for people who like to organize.

Library Program Aide:

This description covers a wide range of program-related activities. The volunteers may prepare craft materials, set up chairs for events, help librarians with story times or even work with staff to conduct programs for our patrons.

Media Technician Aide:

These techie volunteers may lead on how to use a computer, laptop, mobile device, help lead classes on how to use a computer, set up an e-mail account, use an e-reader, download library materials to various devices and so much more. If you have media skills to share, we could use!

Circulation/Reference Desk Support:

This position will help cover the circulation desk when gaps are identified, or additional support is needed. These dedicated volunteers must support Intellectual Freedom, the right of every individual to both seek and receive information from all points without restriction and adhere to privacy regarding patron selection of materials.

Children/Teen Volunteers:

Some teen and children volunteers are Homework Assistants, some help with programs, some help straighten up the library or create bulletin boards or displays. In addition, teens/young adults 12 and up may also serve on the Teen Council/Advisory Board and their parent or guardian must sign the Volunteer Application Form. These forms will be made available by the Teen/Youth Services Librarian at the time of intake. Ask for your Teen/Youth Services Librarian.



Gibson Memorial Library Volunteer Shift Schedule Form

Library Event	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Name and phone number of volunteer