



# Volunteer Program

## Mission, Vision, and Policies

### About the Program

#### Mission

To utilize the community to better serve the community.

#### Vision

The program is looking to fill several very specific volunteer job positions, with varying tasks that will greatly improve the user experience here at the library.

#### Values

The library and its volunteer program exist in order to serve the public. As such, we believe in treating everyone equally, fairly, and providing everyone the opportunity to learn and grow—be that through reading, writing, interacting or volunteering.

### Who Can Volunteer?

#### Age

The volunteer program will accept volunteers who are 14 years of age or older. Volunteers who are between the ages of 12 and 18 years of age may participate in the Junior Volunteer program, which is held only during the Summer Reading Program in June and July. This program will be detailed below.

#### Skills

Volunteers are asked to be flexible in the tasks they perform, and to have good communication skills. They must be able to follow instructions and work independently, with the ability to work in a group if the need arises. Further qualifications will be discussed in specific volunteer job descriptions.

#### Time Commitment

The library has several different positions available, but they will all generally require a minimum of 2 hours per week, for a period of three months. Within each volunteer position will be times that we require these volunteers, and any time within those bounds is negotiable.

Short term commitments may be available during particularly busy times, but are never guaranteed.



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### Expectations

#### Conduct

Volunteers are, like staff, representatives of the library. They should present a positive image to patrons and the community and are expected to act in accordance with the same rules as the staff.

#### Dress Code

Volunteers must dress appropriately for their duties and are expected to follow the same dress code as the staff.

#### Training and Supervision

Volunteers will be expected to go through a short orientation and training period when they begin volunteering. This will be administered by the Volunteer Coordinator. The training will be covered in greater detail in the volunteer job descriptions, as each position has tasks different than the others. Volunteers on duty are to be supervised by the Volunteer Coordinator, or the Manager-on-Duty in their absence.

### After You Start Volunteering

#### Record Management

The library maintains records on each volunteer who puts in an application. These include dates of volunteer service, duties performed, evaluations, training, and any awards or special recognition gained throughout the program. These records are completely confidential, and volunteers are responsible for submitting updated information for these records.

#### Evaluation

Just like an employee, it is important for volunteers to get feedback on their work. Volunteers will receive periodic evaluations to review their performance. These evaluations will also allow the volunteer a chance to voice any concerns.

#### Recognition and Benefits

- Volunteers will be included in some staff gatherings, and will be invited to recognition parties.
- Volunteers who have committed at least 20 hours of service will be able to use the library (and the volunteer coordinator) as a professional reference.
- Volunteers who have committed at least 30 hours of service in over 3 months will be able to ignore late fines on overdue items (within reason, at the discretion of the circulation services manager) as long as volunteer service continues.