



Volunteer Policy

(approved by Board of Trustees 4/24/18)

Introduction

The McCracken County Public Library welcomes those who wish to donate their knowledge and skills to public library service in our area. Volunteers contribute to the well-being of their community and are a valuable part of the library's relationship with the community it serves. Volunteers derive benefits from their contributions by developing skills, accumulating work experience, and by actively connecting with their community. The library and its volunteers work together to meet the library's goals and mission.

Selection of Volunteers

Volunteers help McCracken County Public Library expand and enrich its services. Volunteers will not be used to replace the work done by paid Library staff. A volunteer application and interview must be completed before anyone can serve as a volunteer at McCracken County Public Library. The minimum age requirement for Library volunteers is 12. Volunteers under the age of 18 must have signed, written permission from parent or guardian and may not work more than 3 hours on a school day.

After filling out an online interest form, prospective volunteers may be interviewed by a manager. Volunteer applicants are held to the same standards as regular job applicants and will be selected based upon their qualifications and the needs of the Library. While the Library appreciates every person who wishes to volunteer, opportunities for voluntary work are limited.

Applicants will be asked to volunteer if a project is identified which matches their interest or qualifications. Volunteer service must be sufficient in scope and duration to justify the investment of staff time in training and managing the volunteers.

Volunteers shall be recruited without regard to any individuals' age, race, creed, color, national origin, religion, marital status, sexual orientation, gender, physical appearance, socioeconomic level, education level or any other legally protected characteristic.

Volunteers may not:

- Perform activities that could reveal confidential patron information
- Use the Integrated Library System (ILS)
- Handle monetary donations, fines, and fees

Volunteers are expected to conduct themselves as if employed by the Library and must adhere to the policies and practices established regarding attendance, conduct, performance, safety procedures, proper attire, etc. Volunteers can be released from volunteer duties at any time at the discretion of the Library.

Volunteers at the McCracken County Public Library are covered under workers' compensation.

Supervision

Each volunteer will have an on-site supervisor and is expected to follow the procedures established by that staff member. This supervisor is responsible for day-to-day management and guidance of a volunteer's work and will be available for consultation and assistance.

Volunteers should feel free to ask any questions of this person or report any problems or concerns about their assignment. If this supervisor is not available, the volunteer may also discuss any changes or problems with the manager. Volunteers are expected to perform their assigned duties to the best of their abilities and to be loyal to the mission, values, goals and policies of the library. All volunteers are required to sign in each time they volunteer at the library. They should always wear their volunteer badges while in the library.

Job Orientation and Training

Before beginning a volunteer assignment, the manager or supervisor will be responsible for the following:

- Take the volunteer on a tour of the building
- Introduce volunteer to library staff
- Advise volunteer of the staff member who will be their supervisor
- Review library and volunteer policies
- Review job duties and expectations
- Confirm work dates, times, and anticipated duration of the assignment
- Supply volunteer with a volunteer badge and review sign-in procedures
- Provide training on any new skills needed to perform assigned tasks
- Review locations of parking, restrooms, water fountains, first aid kits, and places for personal items such as purses/coats, etc.

Volunteer Opportunities

Tasks that may be performed by volunteers are listed below, however not all opportunities are available at all times.

- Shelve books and other materials
- Clean shelves
- Shelf reading and inventory
- Assist with youth programs and summer reading
- Assist with the data entry and accession of the local history collection
- Assist with special projects as needed

Expectations

Volunteers should maintain a professional, friendly demeanor at all times and are asked to direct all patron questions to a staff member. Staff members are trained to deal with questions about the library's collection, services, policies and procedures. Volunteers are responsible for updating

personal data, such as change of address or telephone number, etc. with their supervisor. Volunteers who fail to meet the requirements of the job descriptions, violate library policies, or violate city, local, state or federal law while working at the library, are subject to dismissal. Volunteers agree that the library may at any time, for whatever reason, decide to terminate the volunteer's relationship with the library, or to make changes in the nature of their volunteer assignment.

Dress Code

Each volunteer's dress and grooming must be appropriate for a business environment and in keeping with his or her work assignment. If a volunteer is dressed in an inappropriate manner, they will not be able to work their shift.

Safety

Volunteer duties often require standing, lifting, bending, reaching, etc. Volunteers are asked to be alert at all times to safety hazards and to report unsafe acts or conditions to their supervisor. All injuries, whether minor or serious, should be reported directly to your supervisor.

End Volunteer Service

To end a volunteer commitment, please notify your supervisor of that decision and the effective date.

Harassment

All volunteers, employees, supervisors, and members of management are strictly prohibited from harassing or making improper advances towards other volunteers, guests, employees, supervisors. Any harassment needs to be reported immediately to the volunteer's supervisor or acting manager.

Background Checks

Volunteers over the age of 18 are required to have criminal background checks completed at the library's expense.