

Memorial Library of Nazareth & Vicinity
Policy On: Volunteer Service

7.00: Volunteer Services Policy

- 7.01 Purpose and Definition
- 7.02 Fair Labor Relations Act
- 7.03 Volunteer Provisions
- 7.04 Volunteer Opportunities
- 7.05 Volunteer Coordinator
- 7.06 Back ground Check
- 7.07 Confidentiality Agreement
- 7.08 Confidentiality Agreement Form
- 7.09 Policy Acceptance Form
- 7.10 Volunteer Handbook

7.01 Purpose and Definition:

Purpose: The purpose of this policy is to define the structure of the Volunteer Services program and to build effective volunteer management throughout the Library. This policy ensures consistent and effective supervision and fair and professional treatment for Library volunteers.

The primary purpose of the Volunteer Services program is to engage volunteers in service for the Library, not to supplant the work of our employees, but to supplement our efforts. This purpose is in accordance with our current strategic plan.¹

Definition: A volunteer is a person who performs tasks for the Library without wages, benefits, or expectation of compensation (including travel expenses) of any kind. Volunteers do not replace paid staff, but enhance and extend their services, and are not considered as employees of the Library. The Library welcomes volunteers but does not accept any liability for the health or safety of the volunteer resulting from any volunteer's actions. **Volunteers must be at least 13 years of age.**

The Library may accept as volunteers Interested individuals as well as:

- Students participating in community service activities as an educational requirement
- Individuals participating in work programs provided by selected community health and social service agencies
- Students requiring internships or cooperative placements

In each case, an agreement must be in effect with the organization, school or program from which the volunteers originate and must identify responsibility for management and care of the volunteers.

7.02 Fair Labor Relations Act:

Following the Fair Labor Standards Act Sections 553.101 (Volunteer defined) and 553.102 (Employment by the same public agency) the Library does not permit paid employees to volunteer at the library.²

¹ <http://nazarethlibrary.org/pdfs/2007/Memorial%20Library%20of%20Nazareth%20Strategic%20Plan.pdf>

² http://www.dol.gov/dol/allcfr/ESA/Title_29/Part_553/29CFR553.101.htm

7.03 Volunteer Provisions:

Nothing in this policy shall be deemed to create a contract between the volunteer and the Library. Both the Library and the volunteers have the right to terminate the volunteer's association with the Library at any time, for any reason, with or without cause.

Potential volunteers will complete a volunteer application and will visit with the volunteer coordinator prior to beginning services. Acceptance of an application is at the volunteer coordinator's discretion. All volunteers including those under the age of 18 must also complete a library orientation, and sign a policy acceptance form as well as a confidentiality agreement form.

Volunteers under the age of 18 must have all policy acceptance and agreement forms signed by a parent or legal guardian before any volunteering can be done.

The library is unable to provide liability insurance for volunteers, and volunteers are not eligible for workman's compensation or other legal protections or benefits given to paid employees.

Hours of volunteer service will be determined by the volunteer coordinator in discussions with the volunteer. For the most part volunteers will not be asked to work for more than 2 hours at a time.

Volunteers are expected to arrive at the library in time to begin work as scheduled or call the library if they will be absent. All work must be completed during normal library hours. Exceptions may be made by the Library Director.

Recognition is an important component of a volunteer program and is often the only way in which the Library can say "thank you" to a volunteer. Although individual, informal recognition of volunteers is ongoing, the Library and staff will find ways of formally recognizing volunteers as a group on a regular basis.

7.04 Volunteer Opportunities:

There is not always a task waiting for a volunteer, but every attempt will be made to find a task when there is an accepted volunteer available. Still, the Library reserves the right to turn away volunteers when no suitable work can be found. Examples of volunteer opportunities include but are not limited to:

- Shelving books and other items
- Dusting books and shelves
- Assist with programs- pass out programs, assist with crowd control
- Assist Technical Services with preparing materials for circulation
- Greet people to the library
- Summer Reading Programs- assist with projects, programs and record keeping
- Assist with craft projects and materials needed for youth programs
- Light gardening, pulling weeds and managing flower beds
- Outdoor projects -sweeping sidewalks
- Maintenance of periodicals

http://www.dol.gov/dol/allcfr/ESA/Title_29/Part_553/29CFR553.102.htm

7.05 Volunteer Coordinator:

The volunteer coordinator (The Assistant Director) is the liaison between all volunteers and the library staff. The volunteer coordinator reports to the Library Director issues dealing with the volunteer program.

The volunteer coordinator suggests and develops descriptions of all volunteer opportunities. The volunteer coordinator is responsible for recruiting, approving, training and placing volunteers in appropriate positions.

There is no formal evaluation process for volunteers.

7.06 Background Check:

To ensure the safety of our users and our volunteers, it may be necessary at times to do background checks for certain positions. Each volunteer is asked to sign a release allowing us to do so if deemed necessary.

7.07 Confidentiality Agreement:

Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information which they may be exposed to while serving as a volunteer, whether this information involves single members of staff, volunteers, patrons or other persons, or involves the overall business of the Library. Volunteers are required to sign a confidentiality agreement form as a condition of participation in the volunteer program.

7.08 Confidentiality Agreement form:

I, _____ agree to abide by all Memorial Library of Nazareth & Vicinity Library Policies, including the Library's Confidentiality of Library Requests Policy upholding Pennsylvania Law, (24 Pa. C.S.A. Section 4428)

Pennsylvania State Law States that:

"Records related the circulation of the library materials which contain the names or other personally identifying details regarding the users of the state Library or any local library which is established or maintained under any law of the Commonwealth or the library of a university, college or educational institution chartered by the Commonwealth or the library of any public school or branch reading room, deposit station or agency operated in connection therewith, shall be confidential and shall not be made available to anyone except by a court order in a criminal proceeding." (24 P.S. Section 4428.)

Signed: _____

Dated: _____

7.09 Policy Acceptance form:

I acknowledge that I have read and understand the above policy, and I accept all the terms and conditions of volunteer and community service work described here in.

Signature of Volunteer

Address: _____

City: _____ Zip Code: _____

Phone #: _____

Email: _____

I acknowledge that I have read and understand the above policy, and I hereby consent to my juvenile child, (child's name) _____ volunteering his/her time at the Memorial Library of Nazareth & Vicinity given the terms and conditions set forth above.

I will schedule a visit with the volunteer coordinator to go over any special needs of my child, duties to expect from my child and any other questions I may have for the volunteer coordinator. I will also read and review with my child the volunteer handbook with any library policies provided for a volunteer under the age of 18.

Signature of Parent/Guardian of Juvenile Volunteer

OFFICE USE ONLY

Date Rec'd _____

Visit Date _____

Visit Complete _____

Acceptance _____

Signed: (volunteer coordinator) _____

Date: _____

7.10 Volunteer Handbook:

When you are a new volunteer at the Library, you may feel a little strange in your new surroundings. This is normal, and should be expected. Your fellow volunteers, the staff and your volunteer coordinator want to help you get off to a good start. Feel free to ask them for help.

One of the first things you should do is carefully read this Handbook. It is designed to answer many of your questions about policies and procedures, what is expected of you, and what you can expect from us.

Attendance: Once a volunteer has been assigned a work schedule, it is expected that s/he will be available at the agreed time. If you must miss a work session, please notify the Volunteer Coordinator as soon as possible.

Background Check: In order to ensure the safety of our users and our volunteers, it may be necessary at times to do background checks for certain positions. Each volunteer is asked to sign a release allowing us to do so if deemed necessary.

Confidentiality Information: We have an obligation to our users to maintain their confidentiality and respect their privacy. As you work with the staff, you might be exposed to information of a confidential nature. Such information is not to be shared with anyone else including family, friends or acquaintances. No one is permitted to remove or make copies of any records, reports or documents.

Dependability: Please be prompt and consistent, and in your assigned area when expected. We rely on you to do the work prepared for you, and if you aren't there we need to make other arrangements.

Dress Code: Take your lead from the staff and dress appropriately for the job you are doing. It is best to neither overdress nor under dress. Casual clothing is fine, but we ask that your attire be neat, and conservative. Volunteers shall be neat and clean in their person and attire when on duty.

Emergency Procedures: Volunteers are to immediately report every job-related injury, regardless of severity, to the Volunteer coordinator. The Coordinator will maintain personal information to be used in case of emergency.

In case of fire alarm, all persons should proceed to the nearest exit.

Do not use the elevator in emergency situations.

Facilities: Volunteers are welcome to use staff break rooms and rest room facilities.

Identification: Volunteers will be given a name tag each time they are working in the building. It should be worn whenever you're on duty, and returned before leaving, so it will be here the next time you volunteer. Volunteers working in the field will be issued name tags, and they should be worn when representing the Library.

Non-Discrimination: **The Library maintains a working environment free from all forms of discrimination or harassment, including that based on race, sex, national origin, religion, or sexual orientation.**

Parking: When working in the library, you are free to use the parking areas designated for our staff.

Smoking: The Library is a non smoking facility. If you smoke, there are outside places appropriate for you to smoke. Smoking is not allowed in the front of the building, but is allowed at the rear of the building near the staff entrance. Please be courteous and concerned about the needs of others. Volunteers shall not use any tobacco products while in direct public contact.

Substance Abuse: For safety and security reasons, you are expected to report to work with no mood altering substances in your body. Possession sale or use of mood altering substances while volunteering will not be tolerated.

Telephone Calls: Please avoid personal telephone calls, visits or other interruptions while on duty. Cell phones are not permitted in the public areas of the library. Should anyone need to call you, they should call the Volunteer Coordinator. No volunteer shall make a long distance personal call that would be billed to the Library.

Time sheets: It is important for volunteers to sign in and out each time they report for work. Accurate and up-to-date records are important. This information is used for volunteer recognition, budget purposes and program promotion. Time sheets are posted in the staff workroom bulletin board.

Approved:

This policy may be revised from time to time