

Highland City Library: Volunteer Policy

Overview:

The Highland Library thrives on the many volunteer hours worked on its behalf each month. Volunteer time, energy and goodwill are invaluable assets to the Library and enhance the Library's ability to provide the highest quality service to Library patrons.

Expectations of Volunteers:

Individuals interested in volunteering at the Library must fill out an application that includes providing contact information, emergency contact information and available work hours. Candidates will be accepted based on the Library's project and programmatic needs matched with the candidates' qualifications to meet those requirements as determined during the selection process. Not all volunteer applicants will be approved for service in the Library.

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

Each volunteer has an on-site supervisor and is required to follow the work procedures established by that staff member. The supervisor is responsible for management and guidance of a volunteer's work, establishing a work schedule and tracking hours, and is available for guidance and assistance. All volunteers should keep their supervisor informed of their projects and work status, and of any schedule changes.

Library Obligations to Volunteers:

- Provide a staff person designated to administer the volunteer program
- Ensure that all volunteers serve in positions that reflect their skills and interests while meeting the needs of the Library
- Where necessary, provide orientation and training to prepare the volunteers to perform their duties
- Provide volunteer supervision in accordance with sound supervisory practices and library policies
- Maintain accurate volunteer demographic data, including hours worked

Eligibility and Restrictions:

- Volunteers shall be recruited without regard to any individual's 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 under the age of 18 must have parental approval and cannot work more than four (4) hours per day. Volunteers under 16 cannot work after 7:00 pm on a school night or after 9:00 pm any day. Generally, the Library will not accept volunteers under the age of 14.
- The Highland Library does not accept volunteers seeking to fulfill court ordered service hours.
- Volunteers may not perform activities that could reveal confidential patron information or use the integrated library system (ILS).
- Volunteers may not use library resources (office supplies, equipment, copying/printing, etc.) for personal gain.
- Neither the City nor the Library provides any compensation or medical or health benefits for any volunteer.

Approved by Library Board January 28, 2009

Revised, March 28, 2019, Revised May 23, 2019