

OAK CREEK PUBLIC LIBRARY
VOLUNTEER POLICY

PURPOSE

The Oak Creek Public Library uses volunteers to supplement the efforts of paid library staff in meeting demands for quality public service. Volunteers aid the library in making the best use of its fiscal resources and contribute to sound working relationships with community groups and organizations. Volunteers are liaisons to the community and by their contribution are advocates for quality library service. The library and its volunteers work together to meet the goals and mission of the organization.

Volunteers are expected to act in accordance with library policies and to reflect positive customer service attitudes to all library patrons.

The Oak Creek Public Library will use volunteers to supplement and not replace the work done by library staff.

DEFINITION OF A VOLUNTEER

A volunteer is considered to be any individual, 12 years or older, who contributes time, energy, and talents directly or on behalf of the Oak Creek Public Library and is not paid by library funds.

All volunteers must be accepted by the library prior to performance of assigned tasks. (See “How to Become a Volunteer”).

TYPES OF VOLUNTEERS

1. Adult (18 years or older)
2. Teen (12 years old to 17 years old)
3. Families
4. Friends of the Library
5. Special Projects

HOW TO BECOME A VOLUNTEER

- All volunteers are required to fill out a Volunteer Application Form, which can be submitted electronically through the library’s website or is available at the adult reference.
- The Volunteer Coordinator, or designated staff member, will review the completed application form.
- Volunteers are selected based on their qualifications in relation to the needs of the library at any given time.

OAK CREEK PUBLIC LIBRARY
VOLUNTEER POLICY

- Volunteers under consideration may be subject to a background check.
- If selected, applicants will be contacted and told of acceptance. They will then be contacted as volunteer opportunities arise.
- If not selected, applications will be kept on file for six months.
- The Volunteer Coordinator or a designated employee will keep track of all volunteer hours for 5 years after initial acceptance of their volunteer application.
- Volunteers under the age of eighteen must have the application signed by a parent or legal guardian.
- Acceptance of an application is at the library's discretion.
- The Oak Creek Public Library reserves the right to terminate the services of the volunteer.

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 Volunteer Coordinator or other designated staff member. Volunteers may be required to attend occasional training sessions / meetings.

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 should keep their supervisor informed of their projects and work status, and of their comings and goings in the library.

GUIDELINES FOR VOLUNTEERS

1. Volunteers work hours at the library when supervisors are available. The number of volunteers accepted is based on the amount of work and supervisory time available.
2. Volunteers will notify their supervisor or the Volunteer Coordinator as soon as possible if they know they will be late or absent.
3. Volunteers must sign in and sign out of the volunteer notebook.
4. Volunteers must always wear their name badge while working in the library.
5. Volunteers must dress and groom themselves in an appropriate manner; based on the duties they have been assigned. If a volunteer is dressed in an inappropriate manner, they may not be able to work their shift.

OAK CREEK PUBLIC LIBRARY
VOLUNTEER POLICY

6. Volunteers will direct all questions or concerns raised by patrons relating to the library's collection, services, policies and procedures to a staff member.
7. Volunteers who are family members of library staff may not be placed under the direct supervision of their family member.
8. 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.
9. Library owned equipment and supplies are for library use only and may not be used for personal business.
10. Volunteers must report all injuries, minor or serious, to their supervisor or to the Volunteer Coordinator or designated staff member.
11. Use of alcohol or illegal drugs in the workplace is prohibited, as is the abuse of any drug or alcohol, or reporting for duty under the influence of drugs or alcohol.
12. Volunteers are not able to complete court-ordered community service at the Oak Creek Public Library.
13. The Volunteer Coordinator, the library director, or any other designated employee may meet with the volunteer to review job performance. Evaluations may be formal or informal and may be written or verbal.
14. Volunteers are not covered under any Workers Compensation plan.
15. Volunteers, in their capacity as unpaid staff, are expected to meet the same standards of professionalism required of library staff. Because an unsatisfactory volunteer is an unfair burden upon fellow volunteers and library employees, those who fail to meet the requirements set forth in this policy or violate any other library policies will be dismissed.
16. To end a volunteer commitment, please notify the Volunteer Coordinator or designated staff member of the decision and the effective date.

Adopted by the Library Board February 12, 2013

(Borrowed heavily from East Lansing Public Library Volunteer Policy)