

VOLUNTEER POLICY & GUIDELINES

Volunteers are an important extension of the Library's staff. Volunteers perform a wide variety of tasks that are important to the institution. The following policy is designed to promote a maximum degree of excellence.

Definition:

A volunteer shall be considered any individual, 14 years or older, who assists with work done at the Cadott Community Library without payment and who performs a service of his or her own free will.

Role of Volunteers:

Staff and volunteers partner as a team to implement the mission and vision of the library. Volunteers will help to add value to library services and programs. Because we rely upon volunteers to help provide service, it is essential that a volunteer have a strong commitment to their volunteer service at the library. Volunteers will not be used to replace or reduce the number of existing staff. See Volunteer Job Description below for specific volunteer duties.

Volunteer Selection:

Volunteers are selected based upon their skill and abilities and the needs of the library. A criminal background check may be required, depending on the nature of the volunteer position. Members of the Friends of the Cadott Community Library performing tasks at the library related to their organization (i.e. fundraisers, membership drives, etc.) are not required to apply in order to perform their duties at the library. The library will not accept court-ordered community service volunteers or any person required to complete community service as part of a disciplinary action. The Cadott Community Library reserves the right to reject volunteer applications AND/OR terminate the services of the volunteer.

Volunteer Rights

- Receive a clear job description
- Be carefully and appropriately assigned
- Receive training and instruction for the job
- Do meaningful and satisfying work
- Be seen as belonging, through inclusion at social functions, relevant meetings, etc.
- Be supported in your role
- Be safe on the job
- Have choices and feel comfortable about saying "no"
- Receive feedback on your work, including possible "perks" for excellent volunteer service
- Receive recognition for your contribution
- Receive training and experience for future jobs
- Reasonable accommodations will be made upon request

Volunteer Responsibilities (as a volunteer you are expected to)

- Be trustworthy
- Respect confidentiality of all library information
- Respect the rights of people you work with
- Carry out the specified job description or let us know if the assignment doesn't meet your expectations or needs
- Give feedback (i.e. participate in evaluations when asked)
- Be accountable and accept feedback
- Be committed to the program
- Avoid overextending yourself and ask for support when needed
- Should a volunteer have a grievance with a staff member, address grievances to the Library Director
- Address areas of conflict with the director and allow them to take the lead with staff

Volunteer Job Description

General Requirements:

- Willingness to work in the library environment
- Ability to interact with customers, library staff and other volunteers in a positive, pleasant manner

Dress Code

- Clean and neat attire. You are representing the library and the municipality as a volunteer.

Possible Volunteer Roles:

- *Circulation Volunteer:* shelve books, or Adopt-a-Shelf (periodically scanning for correct book shelving order and straightening)
- *Light Maintenance Volunteer:* light dusting, cleaning books, children's toys and DVDs, maintaining scrap paper and pencils and straightening shelves
- *Library Support Volunteer:* work at book sales, call volunteers, serve on Friends of the CCL Board
- *Program/Outreach Volunteer:* Teach classes for the public on computers, crafts, leisure skills, etc., organize special programs, or conduct book groups
- *Children's Program Volunteer:* Help with children's programs, replenish 1,000 Books Before Kindergarten packets, serve as individual storytime leaders or school age tutors
- *Events Volunteer:* Set up or cleanup for events, circulate flyers, decorate library, or prepare food for events
- *Collection Development Volunteer :* Assist with material selection, processing of discarded library materials and promotion of library materials

Leaving Volunteer Service:

A volunteer selected for work on a special project will discontinue service when that project is completed or terminated, unless other arrangements have been made.

Whenever possible, the library will make an effort to reassign a volunteer, if desired. However, if no other mutually suitable volunteer position exists at the time, the volunteer will be asked to discontinue service and his or her application will be kept on file for 6 months, subject to review should a suitable position become available during that time. In the event that a volunteer is unable to adequately perform the duties assigned to him or her and no other appropriate positions are available, the volunteer may be removed from service.