

## **SHENANDOAH PUBLIC LIBRARY**

### **Volunteer Policy**

#### Introduction

The Shenandoah Public Library Board of Trustees recognizes the value and need of library volunteers to assist staff with on-going library services and programs. Volunteer workers are unpaid, giving of their time and talents to assist the library staff in the operation of the Shenandoah Public Library. They serve as a vital link between the Library and the community at large. Volunteers may work on short-term projects and programs, or give continuing regular service over an extended period of time. The work performed by volunteers shall be utilized to augment basic services supported by the tax base of the community. Volunteers are not intended to replace paid employees.

#### Guidelines for Volunteers

The Library Director/designee is responsible for all volunteers. The Director/designee has responsibility to provide for the recruitment, training, scheduling, and evaluation of volunteers. Assignment of volunteers to staff members will be made by the Director/designee as needed. One staff member will be appointed to keep records and to co-ordinate volunteer recognition programs. The Library Director/designee will ask the person volunteering for a regularly scheduled library service to complete an application form, and the Director/designee will check the Iowa government based websites for the applicant's suitability to work with the public. If all checks are satisfactory, the applicant will become a volunteer. Short term, occasional volunteer workers such as storytellers, etc. are not required to complete the formal application procedures.

#### Volunteer Responsibilities

Volunteers are ambassadors for the library and need to present a positive image to the public. It is expected that each volunteer's dress and grooming will 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 may not be able to work their shift. Volunteers, are free to set a work schedule, but must be prepared to fulfill their volunteer commitments. These include:

- To be familiar with and agree to abide by the library's Confidentiality Policy as well as other library rules and policies.
- To be open and honest regarding intent, goals and skills.
- To accept only realistic assignments and have a clear understanding of the job.
- To carry out duties promptly and reliably.
- To cooperate with and accept guidance and direction from the library staff.
- To understand the function of the paid staff, maintain a smooth working relationship with them, and stay within the bounds of volunteer responsibility.
- To participate in any training required by the library.
- To discuss satisfactions, dissatisfactions, or any other concerns with the librarians so that they may be discussed and resolved.

- To be punctual, and notify the library of absences as much in advance as possible.
- To notify the library of a change in volunteering or the decision to end the volunteer relationship with the library.
- To maintain a professional, friendly demeanor at all times and direct all questions to a library staff member. Staff members are trained to deal with questions about the library's collection, services, policies and procedures.

### Areas for Volunteer Activities

Shelving of library materials  
Shelf reading  
Assistance with inventory  
Assistance with computers  
Mending and minor repair of books, magazines, etc.  
Genealogy assistance  
Assistance with preschool storytimes  
Assistance with summer reading program  
Cleaning  
Book delivery to shut-ins  
Yard work  
Hosting library functions  
Processing of materials  
Presenting library programs

I have read this policy and agree with its provisions.

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Name

Date



## YES, I'D LIKE TO BE A LIBRARY VOLUNTEER

Name: \_\_\_\_\_

Street

Address: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_

Zip Code \_\_\_\_\_

Phone (Day) \_\_\_\_\_

(Evening) \_\_\_\_\_

Email

address: \_\_\_\_\_

Specific areas I could help:

- Data Entry
- Delivery of books to Nursing Homes or Homebound Delivery
- Checking small areas of shelves for proper book placement
- Give Programs
- Be involved in book discussions
- Technology mentoring
- Other

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