

Edith B. Ford Memorial Library

VOLUNTEER HANDBOOK

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To be completed after approval by the Board.

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Edith B. Ford Memorial Library VOLUNTEER HANDBOOK & APPLICATION

WELCOME!

The Library welcomes you as a volunteer member of the library staff! Thank you for your interest in becoming a volunteer. Your time, energy, and talent enable our library to continue providing a high level of service. We hope your association with the library meets your needs as well as ours.

General Introduction

The purpose of the Edith B. Ford Memorial Library Volunteer Program is to offer individuals the opportunity to make a positive contribution to the quality of community life through serving as volunteers in our library and to enable the library to provide services and service enhancements that could not be provided without volunteers.

Volunteers must complete a volunteer application form available at the library. Volunteers under the age of 18 must have an approval form signed by a parent or legal guardian. The library has opportunities for volunteers in several different areas of service.

Applicants will be interviewed by the Volunteer Coordinator of the area in which they wish to volunteer as noted on their application.

Volunteers must receive orientation and training in the specific area of service to which they have applied prior to beginning service.

Volunteers work under the supervision of library staff and are evaluated on a periodic basis. Volunteers who do not perform in accordance with acceptable library standards are either assigned alternate jobs or advised that their service cannot be used by the library. Volunteers agree to a working partnership with library staff and this partnership shall be based on mutual respect.

Volunteers shall receive regular recognition for their services; an accounting of volunteer's time as reported by the volunteer or the volunteer coordinator and the right to list the library as a reference, if desired.

The Edith B. Ford Memorial Library is able to provide basic accident coverage for volunteers while working at the library.

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

POLICIES AND PROCEDURES

Volunteers are considered members of the library staff and have the following expectations, rights, and responsibilities:

Attendance

Schedules are planned to give the library coverage needed to provide adequate and efficient library service. Volunteers are depended upon to work the hours they are scheduled. Promptness in coming to work is expected. Please notify the Volunteer Coordinator in the event of absence or tardiness. Please try to give adequate notice of planned absences so that schedules may be rearranged.

Volunteer Name Badges

Volunteer name badges are to be worn by all volunteers on duty. These name badges help library users distinguish between volunteers and paid staff and also serve to promote the volunteer program.

Dress

Volunteers are asked to dress appropriately for working public service.

Conduct

Friendly, efficient service is expected at all times. Since the public sees you as a staff member, you represent the library and its commitment to excellent service. Try to be pleasant and courteous to everyone using the library, regardless of their demeanor. If you are not absolutely certain how to answer a customer's question, refer him/her to the librarian.

Visits and personal telephone calls must be kept to a minimum. Emergencies (sudden illness, for example) or the need to inform your family of an unexpected change in scheduling, are considered business and you are welcome to use the library telephones for these purposes. Food and drink are not permitted in the library except in the staff area. Smoking is not allowed anywhere in the library or on library property.

Workplace Harassment

A volunteer is protected from harassment by any patron or library customer, member of the community, library staff, or board member. Any such harassment should be promptly reported to the Library Director, and/or the President of the Board of Trustees. Action and procedures similar to those of the Sexual Harassment Policy (as above) will be followed to the best extent possible. For further information, see http://www.labor.ny.gov/workerprotection/safetyhealth/PDFs/Workplace_Violence_Final_Regs_May09.pdf

Sexual Harassment

The Edith B. Ford Memorial Library is committed to providing a working environment free of sexual harassment. Sexual harassment is a violation of Title VII of the 1964 Civil Rights Act, and Title I of the Civil Rights Act of 1991. It can be defined as follows: Sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when:

1. Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment; or
2. Submission to or rejection of such conduct by an individual is used as the basis for employment affecting such individual; or
3. Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

While it is impossible to list all circumstances that may constitute sexual harassment, the following are examples of conduct, which, if unwelcome, may constitute sexual harassment, depending upon the totality of the circumstances, the severity of the conduct and its pervasiveness:

1. Unwelcome sexual advances, whether they involve physical touching or not.
2. Sexual epithets, jokes, written or oral reference to sexual conduct, gossip regarding one's sex life
3. Comment on an individual's body, comment about an individual's sexual activity, deficiencies, or prowess
4. Displaying sexually suggestive objects, pictures, or cartoons
5. Unwelcome leering, whistling, brushing against the body, sexual gestures, suggestive or insulting comments
6. Inquiries into one's sexual experiences
7. Discussion of one's sexual activities

Confidentiality

Staff and patron information is confidential and should not be discussed with any person or persons outside the library. Copying, removing, allowing unauthorized access to library or patron documents, information, files or mailing lists, or any form of distribution of patron information is not allowed. Any breach of this confidentiality requirement is grounds for termination. The Edith B. Ford Memorial Library follows New State Law related to patron confidentiality.

Media Contact

Information is not to be given to the media by a staff member. In the event contact is made by the media, the staff member should request the name, phone number, and organizations represented and give that information to the Library Director who will return the contact.

Reference and Background Checks

Volunteer application information and references are checked during the process of interviewing and hiring into a volunteer position. It is expected that the investigation of personal information will be found to be accurate.

Volunteers will be held to the same standards of review as employees under this policy. However, the legal protections afforded to employees do not extend to volunteers, who may be immediately removed from service without advance notice. The library has no responsibility to either communicate the findings of a background check, or to share them with the volunteer at any time.

The library acknowledges its role as a community center, free and open to the public, and will take every measure consistent with federal, state, and local laws to safeguard its property, and uphold the welfare and safety of vulnerable individuals and the general public. To this end, the library will perform background checks for all volunteers whose position requires them to be in contact with minors, or the general public, or are responsible for the security of library property.

Compensation

Volunteers will not receive any compensation for their service to the library. Their volunteer service is greatly appreciated by the Board of Trustees.

LIBRARY VOLUNTEER JOB DESCRIPTIONS

Library Volunteer reports to Volunteer Coordinator: _____.

Volunteer job summary

Under supervision, the volunteer will organize library collection materials and prepare the library facilities for program use. The volunteer will shelve books, read the shelves, organize materials into their proper sequence, and apply acquired knowledge to help customers locate materials.

The volunteer will work the circulation desk, locate request items, and assist staff with checking materials for damage and removing them from shelves. Perform any other tasks as requested. The work requires an understanding of how the library is organized. The work performed is subject to review through observation, reports and the result achieved.

Other volunteer jobs:

- Organizing and presenting story hours for various groups of children.
- Assisting with technical support of the library computers. This is primarily trouble-shooting and advising the librarian that there is a problem with a computer or printer. This also includes doing weekly and monthly updates of programs and virus scans.
- Assisting with the Archive Room and materials, and helping library customers use these materials.
- Other: _____.
- Other: _____.
- Other: _____.

PHYSICAL AND MENTAL EFFORT/ENVIRONMENTAL AND WORKING CONDITIONS

Some of the volunteer work includes some physically challenging work such as moving furniture and locating and obtaining information and materials throughout the library of a wide variety of sizes and shapes, walking and standing for extended periods and carrying a reasonable selection of material from location to location.

As noted above, it is essential that all volunteers always be courteous and welcoming to all library customers and patrons. Volunteers must be willing to politely approach our customers and ask if they need assistance.

The Edith B. Ford Memorial Library is able to provide basic accident coverage for volunteers while working at the library.

APPLICATION and RECOGNITION

Volunteers must complete a volunteer application form, which is available at the library. Volunteers under the age of 18 must have an approval form signed by a parent or legal guardian. Applicants will be interviewed by the Volunteer Coordinator. A request for an interview or acceptance of a volunteer will depend on the need for volunteers at the time.

Volunteers shall receive regular recognition for their services, an accounting of volunteer time as reported by the volunteers or the Volunteer Coordinator and the right to list the library as a reference, if desired

EDITH B. FORD MEMORIAL LIBRARY

VOLUNTEER APPLICATION

Name: _____ Date _____

Address: _____

Phone: H _____ Mobile _____ E-Mail: _____

Emergency Contact: Name _____ Phone _____

CHECK THE VOLUNTEER WORK YOU ARE INTERESTED IN DOING - check all that apply:

- Clerical Computer Shelving books Community Events
- Children's Area and Activities Teen Area and Activities
- Displays I want to know more about my options

AVAILABLE HOURS: Morning Afternoon Evenings Saturday Special Events How often would you like to volunteer? Regularly. How many hours per week? _____ Periodically. How many hours per month? _____ Work on a one-time or short-term project.

Do you speak a language other than English? Yes (Please specify _____) No EMPLOYMENT OR VOLUNTEER

HISTORY (use the back of this page if necessary):

WHAT ELSE WOULD YOU LIKE US TO KNOW? (use the back of this page if necessary)

If you are under 18, a parent or guardian must sign below for you to be a volunteer:

Parent/Guardian Date Telephone

Acknowledgment of Receipt of Volunteer Handbook

I acknowledge that I have received and read a copy of the Edith B. Ford Memorial Library *Volunteer Handbook*.

I have been given the opportunity to ask questions about everything contained in this *Volunteer Handbook* pertaining to general personnel policies and my privileges and obligations as an employee.

I understand the contents of the *Volunteer Handbook* and agree to abide by the conditions specified. I also understand that the Board of Trustees has the sole and absolute discretion to amend, supplement or rescind any provision of this *Volunteer Handbook* as it deems appropriate.

In addition, I agree to the Confidentiality Policy of the Edith B. Ford Memorial Library.

Volunteer's Signature

Date

Director's Signature

Date