

VOLUNTEER POLICY

Section 1: Purpose and Scope

The Garden City Public Library is proud to provide opportunities for citizens who wish to volunteer their time and talents. Volunteers will support and enhance Library services. However, they will not replace paid staff nor perform the regular duties of paid staff.

Volunteers, by definition, work without pay, benefits, or guarantee of hours. Volunteer opportunities are available only as need presents. Community Service hours may be earned by volunteering at the Library subject to the provisions of this policy.

Examples of volunteer opportunities include:

- Dusting/cleaning books, shelves, and computer equipment
- Greeting patrons
- Weeding flower beds
- Assist with programs
- Assist with decorations/displays
- Photocopying
- Special projects

Section 2: Categories of Volunteers

We recognize three categories of volunteers: Friends of the Library; Occasional Volunteers; and Regular Volunteers.

Friends of The Library

The Friends of the Garden City Public Library is an independent organization founded to support the Garden City Library. They are governed by their own by-laws, policies, and directors. The Library greatly values all the work the Friends do.

Occasional Volunteers

From time to time, special projects of the Library require additional workers. These projects are typically of short duration and provide opportunities for casual volunteers. No application or orientation process is involved. Volunteers just report to the Volunteer Coordinator or Director, receive their assignments, and begin working. To earn Community Service hours, the volunteer must have a Librarian initial their start and finish times.

Regular Volunteers

Regular Volunteers are those who wish to commit to long term (or ongoing) projects lasting four or more weeks. To be eligible for these opportunities, one must fill out a Volunteer Application Form, provide emergency contact information, and commit to a predetermined schedule. Volunteers under the age of 17 must also submit a permission slip signed by a parent or legal guardian.

Section 3: Expectations and Guidelines

Confidentiality

All transactions between library users and staff or volunteers are strictly confidential. Michigan Public Act 455 of 1982 (MCL 397.601-397.606) stipulates that public library records are confidential. This includes, but is not limited to, any information about materials looked at, requested, checked out, or returned, as well as questions asked, or information sought. Even law enforcement representatives must secure a court order before patron information is released. Volunteers are required to uphold this policy.

Supervision

Volunteers will work under the supervision of the Reference Librarians or Volunteer Coordinator. When volunteers arrive at the Library, they will report to their supervisor who will provide day-to-day guidance of their work. Volunteers are expected to perform their duties to the best of their abilities, keep an accurate record of the hours they work each week, keep the supervisors aware of the progress made on their projects, and treat staff and patrons of the Library courteously.

Attendance

It is essential that volunteers to be present at their scheduled times. Volunteers who know they will be absent or late must notify their supervisor or the Volunteer Coordinator as soon as possible.

Appearance

Volunteers need to present a positive image to the public. It is expected that volunteers dress and groom neatly and appropriately in keeping with their work assignments.

Name Tags

All volunteers must wear a name tag while performing their assigned tasks.

Patron Service

It is important that volunteers maintain a professional, friendly demeanor at all times. All patron questions other than directional are to be referred to the reference librarian or circulation desk personnel as appropriate.

Professionalism

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 staff, those who fail to meet the requirements of the job description or violate Library policies are subject to dismissal.

Telephone And Equipment Use

The Library is a place of business. Personal calls are prohibited except in the case of an emergency, and must be kept brief. Personal calls must be approved by your supervisor. Long distance calls are not allowed.

All library equipment is intended for library business use only. Personal use of Library equipment is prohibited.

Health And Safety

Safety is everyone's job. Notify your supervisor immediately of any injury, no matter how minor. Notify your supervisor if any assignment is causing you physical discomfort or could lead to personal injury.

Drug Free Workplace

Use of alcohol or illegal drugs in the workplace is prohibited, as is reporting for work under the influence of alcohol or illegal drugs. The Library and Maplewood Community Center is a smoke-free building. Persons who are at least 18 years of age may smoke outside the building.

Harassment

All volunteers and staff are strictly prohibited from harassing or making inappropriate advances toward another person. This includes unreasonably interfering with a persons work or creating an intimidating, hostile, or offensive environment. Any violations must be reported to the City's Human Resources Department.