

ADULT VOLUNTEER POLICY



The Adult Volunteer Program operates with the support of the St Charles Public Library District Board of Trustees and the Library Director. Our adult volunteer program enhances library service by supplementing, not replacing or reducing, library staff with volunteers. In order to achieve the vision and mission of the St Charles Public Library District, we view the active participation of citizens as a valuable resource to the Library. Volunteers are recognized by the public as representatives of the Library and shall be guided by the same work and behavior codes as employees. Nothing in this policy creates an employment contract between the volunteer and the Library.

Eligibility. The Volunteer Program of the St. Charles Public Library District is open to persons 18 years of age or older. Individuals or groups wishing to volunteer must complete a Volunteer Application. The Library cannot guarantee placement of all applicants. If accepted into the Volunteer Program, applicants must give written permission for the Library to conduct a criminal background check. The Library will check a volunteer's references and has the absolute right to decline anyone as a volunteer without cause or statement of reason. Individuals should not volunteer with the sole purpose of gaining employment at the Library.

Supervision. The Volunteer Coordinator is responsible for coordinating the program. When a volunteer has been assigned to a particular area, his or her training becomes the responsibility of that department's supervisor or designated staff member. Volunteers may perform varied duties as specified in individual volunteer position descriptions developed by Library supervisors or staff.

Standards and Expectations:

What We Expect of Volunteers:

Reliability. When you have committed to a particular time and assignment, it is important to follow through. If you cannot work at your regular time or complete your assignment, please inform your supervisor.

Confidentiality. Depending on your assignment, you may be in a position to observe peoples' reading choices or other personal information. Your observations must not be shared with anyone outside the Library. Volunteers will respect the right to privacy of our patrons and employees. You will be asked to sign a confidentiality agreement. Failure to maintain confidentiality will result in immediate termination of a volunteer role at the Library.

Pleasant Manner and Positive Attitude. Volunteers often come into contact with Library patrons and may well be the first official contact a patron has with the Library. It is important, therefore, that volunteers maintain a professional, friendly demeanor at all times. Take pride in your work,

share your ideas and concerns with your supervisor, and speak positively about the St. Charles Public Library District at every opportunity.

Identification. Always wear your volunteer badge while on duty and follow the Library dress guidelines. You are part of a larger team of people including the Library Board, staff, Friends of the Library, Library Foundation, and other volunteers who represent the Library as well.

Equipment Use. The Library is a place of business. Library owned equipment, including copy machines, fax machines, telephones, computers, supplies, and other materials are for Library use only and may not be used for personal business.

Conflict Resolution. Should a volunteer have a conflict with a staff member, another volunteer or patron, every attempt will be made to resolve the situation by the Volunteer Coordinator.

Termination. The St. Charles Public Library District reserves the right to terminate the services of a volunteer. Volunteers may be dismissed for any number of reasons, including undependability, absenteeism, inability to perform assigned tasks, and assuming duties not assigned by the supervisor, or at the discretion of the Volunteer Coordinator or the District.

Leaving the Volunteer Program. To end a volunteer commitment, please notify the Volunteer Coordinator of the decision and the effective date.

What to Expect from the Library:

Response to Application. The Volunteer Coordinator will contact you within two weeks of receiving your application. We will try to find, but cannot guarantee, a suitable placement. We will keep your application current for one year.

Supervision and Training. If assigned a placement, you will work under the supervision of a staff member and be given training appropriate to the tasks assigned. Ask your supervisor for help if you have any questions, concerns, or problems that develop.

Volunteer Appreciation. The Library shows its appreciation for volunteers by inviting them to the annual Volunteer Luncheon. The Volunteer Coordinator will inform adult volunteers of the day and time. The luncheon is attended by volunteers, staff, and the Library Board.

Liability and Protection. Volunteers are covered under the St. Charles Public Library District's general liability insurance agreement. The agreement provides coverage from claims by volunteers or patrons for injuries or damage caused by a volunteer in the performance of his or her duties.

Board Approved: 7/8/15