

**COAL CITY PUBLIC LIBRARY DISTRICT**

**VOLUNTEER POLICY**

**ADOPTED**

**MAY 14, 2019**

**\*Denotes Legal Language**

## VOLUNTEER POLICY

The Coal City Public Library District (Library) Volunteer Program is designed to expand and enhance public service to the community. Volunteers are an important extension of the Library's staff. Volunteers perform a wide variety of tasks that are important to the Library. Volunteers will act in accordance with Library policies and reflect positive customer service attitudes to all Library patrons. This policy is designed to promote a maximum degree of excellence.

## DEFINITION OF A VOLUNTEER

A volunteer shall be considered as any individual 14 years or older, who assists with work done at the Library, without remuneration. Exceptions to the age requirement may be made by the Library Director.

## SELECTION OF VOLUNTEERS

All volunteers are selected based on their qualifications in relations to the needs of the Library and based on their ability to commit to a consistent schedule of volunteer hours. All prospective volunteers must complete a Volunteer Application (**Appendix A**), have a brief interview and sign the Commitment Letter (**Appendix B**). If there are no volunteer opportunities available, application forms will be kept on file for a period of one year.

## STATEMENT OF PURPOSE

The Library shall use the service of volunteers to:

- A. Supplement the efforts of paid Library staff in meeting demands for quality public service.

- B. Serve as a method for encouraging citizens to become familiar with their Library and the services being offered.
- C. Serve as a way for citizens to gain meaningful experience, meet new people and make a difference in their community.

The Library shall make use of the services of interested volunteers to supplement and not replace the work done by staff.

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

Volunteers are not paid, and the Library will not provide any medical, health or worker's compensation benefits for injuries sustained while functioning as a volunteer.\* The Library does carry liability insurance coverage to cover work related injuries to volunteers.

Hours of volunteer service will be determined by Library staff in discussion with the volunteer. Volunteers are under the direction of the staff member on duty. Volunteers are expected to arrive at the Library in time to begin work as scheduled or call the Library if they will be absent.

All personal information about the volunteer is for internal use only.

**QUALIFICATIONS AND SKILLS**

- A. Flexibility: willingness to perform a variety of projects and tasks.

- B. Communication and listening skills: willingness to ask questions if projects/tasks are unclear.
- C. Dependability: willingness to complete assigned projects/tasks and fulfill volunteer commitment.
- D. Ability to follow instructions, work independently and focus on fairly detailed tasks.
- E. Ability to work cooperatively as a team with other volunteers and staff members.
- F. Respect for diverse lifestyles, cultures, religions and values.

### **GUIDELINES FOR VOLUNTEERS**

- A. The Library depends on its volunteers for a wide variety of tasks to supplement the efforts of paid Library staff. Therefore volunteers are asked to be reliable in their commitment to the Library and to notify the Library in advance if they are unable to work their scheduled hours. In turn, volunteers will be notified immediately on any given day when the Library opens late or closes early for any reason.
- B. Volunteers are expected to refer all requests for information to the Library staff on duty, other than purely directional questions (e.g. where is the bathroom)
- C. Volunteers will make note of time donated on the monthly Volunteer Timesheet (**Appendix C**).
- D. Should a volunteer have a grievance with a staff person, another volunteer or Library patron, every attempt will be made to handle the situation through the Library Director.
- E. Volunteers may be used to increase the Library's services.

- F. Volunteers may not be used to establish and maintain new Library services.
- G. Volunteers will not be used to replace or reduce the number of paid staff.
- H. Volunteers should expect to fulfill a commitment agreed upon by the Library.
- I. Volunteers are recognized as contributors to the goals and services of the Library.
- J. Volunteers are responsible for maintaining confidentiality of all Library information. Failure to maintain confidentiality will result in immediate termination of the volunteer.
- K. Volunteers will not be expected to do anything the staff would not do.
- L. Discriminatory or racist incidents will not be tolerated.
- M. Volunteers must adhere to the Library policies, including but not limited to, dress code, rules of conduct, drug & alcohol, and sexual harassment policies.\*
- N. Volunteers may not use their cell phones or text while volunteering.

#### **TASKS THAT MAY BE PERFORMED BY A VOLUNTEER**

- A. Shelf reading
- B. Shelving materials
- C. Monitoring Library facilities
- D. Helping with Library programs or projects
- E. Light cleaning assignments
- F. Assisting with special events
- G. Assisting with creating displays
- H. Decorating the doll house

- I. Preparing crafts
- J. Gardening
- K. Performing any other task determined by the Library  
Director

### **TRAINING AND SUPERVISION**

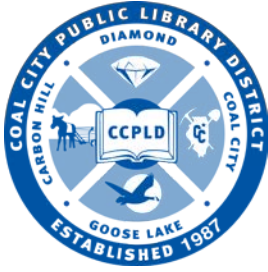
The Library Director coordinates the volunteer program. Volunteers will receive specific training in their assigned duties from the Department Head in which they are volunteering. All reasonable care will be taken to ensure the safety of volunteers.

### **EQUAL OPPORTUNITY POLICY**

The Library maintains a strong equal opportunity policy. Volunteers are recruited, placed, trained, recognized and dismissed on the basis of competence and task performance, without regard to race, creed, religion, gender, sexual orientation, age, national origin, marital status, gender identity, disability or political affiliation.

### **REPORTING ACCIDENT/INJURY**

The safety of all people in the Library is important. Caution, care and common sense are critical to all work done in the Library. Safety equipment, such as gloves or a step stool, are made available if needed for a work assignment. If an accident, injury or an unusual occurrence should happen, the volunteer will report the incident to the Charge Person immediately.



# COAL CITY PUBLIC LIBRARY DISTRICT

85 N. Garfield St., Coal City, IL 60416

815-634-4552 815-634-2950 Fax

www.ccpld.org

\*\*\*PLEASE PRINT CLEARLY\*\*\*

## VOLUNTEER APPLICATION

### Personal Data

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Name (last,first,middle) \_\_\_\_\_ Date \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Preferred Communication Method (circle one): Phone      Text      Email

Home Phone ( \_\_\_\_\_ ) \_\_\_\_\_ Message Phone ( \_\_\_\_\_ ) \_\_\_\_\_

When is the best time to call? \_\_\_\_\_

Email: \_\_\_\_\_

How often to do check your email? (circle one): Daily      Weekly      Monthly

### Education Record

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If current student (circle one): Middle School      High School      College

Education completed (circle one): GED      High School      Some College

Bachelor's Degree      Master's Degree      Other

Field of Study: \_\_\_\_\_

## Special Skills

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Describe your skills that would be useful to the Library.

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Would you be willing to work on a regular basis? \_\_\_\_\_

Days and hours available: \_\_\_\_\_

Would you prefer to be periodically on call for special projects? \_\_\_\_\_

What area of the Library interests you? \_\_\_\_\_

Volunteer experience: \_\_\_\_\_

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## Employment History and References

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Most recent employer information:

Employer \_\_\_\_\_ Dates of Employment \_\_\_\_\_

Title/Duties \_\_\_\_\_

Please list three non-family members who know you well and can attest to your character, skills and dependability.

	Name	Relationship to You	Phone	Length of Relationship
1.	_____	_____	_____	_____
2.	_____	_____	_____	_____
3.	_____	_____	_____	_____



**Emergency Contact Information**

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First contact: \_\_\_\_\_

Phone #: \_\_\_\_\_

Relationship to above (circle one): Parent      Spouse      Significant Other  
Other: \_\_\_\_\_

Second contact: \_\_\_\_\_

Phone #: \_\_\_\_\_

Relationship to above (circle one): Parent      Spouse      Significant Other  
Other: \_\_\_\_\_

**Please read the following carefully before signing this application:**

I understand that this is an application for and not a commitment for promise of volunteer opportunity.

I certify that I have and will provide information throughout the selection process, including on this application for a volunteer position and interviews with the Coal City Public Library District that is true, correct and complete to the best of my knowledge. I certify that I have and will answer all questions to the best of my ability and that I have not and will not withhold any information that would unfavorably affect my application for a volunteer position. I understand that misrepresentations or omissions may be cause for my immediate rejection as an applicant for a volunteer position with the Coal City Public Library District or my termination as a volunteer.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

COMMITMENT LETTER

As a volunteer I agree to:

- A. Respect the work schedule I committed to.
- B. Be punctual and regular in attendance.
- C. Notify the Library if I will be late or absent.
- D. Sign in and Out.
- E. Give notice if I cannot continue my volunteer service.
- F. Follow the Library's policies.\*

By signing below I acknowledge, understand, and agree that:

- 1. I have received and read the Volunteer Policy; and
- 2. I am a volunteer and not a paid employee.\*

Signed \_\_\_\_\_

Print Name\_\_\_\_\_

Date\_\_\_\_\_

**VOLUNTEER**

<b>VOLUNTEER:</b>					
DATE	TASKS/ACTIVITIES	TIME IN	TIME OUT	HOURS WORKED	STAFF INITIALS