

VOLUNTEER POLICY & GUIDELINES

The Benefits of Volunteering at the Library:

- Learn more about the library!
- Expand your knowledge and skills
- Meet new people
- Contribute to your community
- Help staff provide improved library service

Definition:

A volunteer shall be considered any individual, 14 years or older, who assists with work done at the Fergus Falls Public Library without remuneration.

Role of Volunteers:

Volunteers are an essential part of the Fergus Falls Public Library's customer service. Volunteers generally provide support services to staff and/or work on special projects. Because we rely upon volunteers to help provide service, it is essential that a volunteer have a strong commitment to their volunteer service at the library.

Volunteer Selection:

A volunteer application and interview must be completed before anyone can serve as a volunteer at the library. Volunteers are selected based upon their skill and abilities and the needs of the library. A criminal background check may be required, depending on the nature of the volunteer position. Members of the Friends of the Fergus Falls Public Library performing tasks at the library related to their organization (i.e. fundraisers, membership drives, etc.) are not required to apply in order to perform their duties at the library.

Volunteer Service:

- The library does not compensate volunteers for time spent or expense incurred.
- Volunteers are expected to complete training for the tasks they will be performing and to take directions from the supervisor responsible for their work.
- Volunteers may be removed by that supervisor if the work performance is not satisfactory.
- Volunteers are bound by all library policies.
- Volunteers are recognized by the public as representatives of the library and shall be guided by the same work and behavior codes as employees.
- Each volunteer shall have a specific paid staff member to whom he or she reports and with whom to discuss issues.
- Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information which they may be exposed to while serving as a volunteer whether this information involves staff, volunteers, customers or other persons or involves the overall business of the library. Failure to maintain confidentiality may result in immediate termination of the volunteer and/or other corrective action.

Volunteer Job Description

General Requirements:

- Willingness to work in the library environment
- Ability to interact with customers, library staff and other volunteers in a positive, pleasant manner

Dress Code

- Clean and neat attire. You are representing the library and the city as a volunteer.

Dependability:

- Willingness to follow supervisory direction
- Willingness to learn and to do the assigned work effectively
- Willingness to complete any training related to the assigned work
- Willingness to be supportive of the library and its policies

Preferred Skills:

- Ability to follow direction
- Attention to detail
- Organizational ability
- Manual and Physical dexterity
- Knowledge of alphabetical order and decimals

Possible Volunteer Duties:

- Shelf-reading (making certain that materials were shelved correctly and shift books where necessary)
- Shifting books from one section of the library to another
- Processing books and other materials
- Discarding back issues of newspapers/magazines
- Straightening shelved materials
- Cleaning shelves and/or computer screens and keyboards
- Assisting with programs and special events
- Helping with special projects

Leaving Volunteer Service:

A volunteer selected for work on a special project will discontinue service when that project is completed or terminated, unless other arrangements have been made.

Whenever possible, the library will make an effort to reassign a volunteer, if desired. However, if no other mutually suitable volunteer position exists at the time, the volunteer will be asked to discontinue service and his or her application will be kept on file for 6 months, subject to review should a suitable position become available during that time. In the event that a volunteer is unable to adequately perform the duties assigned to him or her and no other appropriate positions are available, the volunteer may be removed from service.