FERGUS FALLS PUBLIC LIBRARY

205 E Hampden Ave
Fergus Falls, MN 56537
218-739-9387 ffpubliclibrary.org

VOLUNTEER POLICY & GUIDELINES

The Benefits of Volunteering at the Library:

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

Definition:

A volunteer shall be considered any individual, 18 years or older, who assists with work done at the Fergus Falls Public Library without remuneration. Volunteers between the ages of 14 and 17 may apply for the library's teen volunteer program.

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.

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 is required. Members of the Friends of the Fergus Falls Public Library, and the Fergus Falls Public Library Foundation 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 scheduled each week. If a volunteer can't be at the library during their scheduled time, they should notify library staff.
- 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 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.
- Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information which they may be exposed to while

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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

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
- Cleaning/resurfacing DVDs and CDs

Leaving Volunteer Service:

If a volunteer wishes to end or take a break from volunteering at the library, they should notify a library staff member.

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