Dorothy Hull Library-Windsor Township

Volunteer Policy

Purpose

The purpose of this policy is to define;
- *the criteria for volunteering,*
- *the expectations of volunteers,*
- *the educational requirements of volunteers,*
- *the volunteer's role at the Dorothy Hull Library,*
- *the authority of the Library Director and/or his/her appointed staff member.*

The Dorothy Hull Library-Windsor Township (Library) shall use the services of volunteers to supplement the efforts of paid library staff in meeting demands for quality public service. Volunteers aid the library in making the best use of its fiscal resources and contribute to sound working relationships with community groups and organizations. Volunteers are liaisons to the community and by their contribution are advocates for quality Library service. The Library and its volunteers work together to meet the goals and mission of the Library.   Volunteers generally provide support services to staff and/or work on special projects. Because we rely upon our volunteers to help provide services, it is essential that a volunteer make a real commitment to the Library. Volunteers are expected to act in accordance with Library policies and to reflect positive customer service attitudes to all Library patrons.

The Library shall make use of the services of interested volunteers to supplement and not to replace the work done by Library staff. Volunteers perform a service of his or her own free will, contributing time, energy, and talents directly or on behalf of the Library and is not paid by Library funds. Potential volunteers are required to fill out a Volunteer Application Form.

- Volunteers must be at least age fourteen.
- Volunteers ages fourteen up to eighteen must have the application signed by a parent or legal guardian.
- Potential volunteers under consideration may be subject to a background check.
- Acceptance of an application is at the Library Directors discretion.
- Each volunteer will work under the supervision of the Library Director or his/her appointed staff member.
- Volunteers are expected to follow the policies and procedures set forth by the Library.

The Library Director and/or the Program and Outreach Coordinator is responsible for day-to-day management and guidance of a volunteer's work and will be available for consultation and assistance. Volunteers should feel free to ask any questions of this person or report any problems or concerns about their assignment.

Responsibilities of Volunteers

Volunteers are expected to perform their assigned duties to the best of their abilities and to be loyal to the mission, values, goals, and policies of the Library. Volunteers agree that the Library may at any time, for whatever reason, decide to terminate the volunteer's relationship with the Library or to make changes in the nature of their volunteer assignment. Volunteers who fail to meet the requirements of the job descriptions, violate Library policies, or violate local, state, or federal law while working at the Library are subject to dismissal and/or prosecution. Volunteers should not use Library owned equipment and supplies for personal use.

Volunteers will be required to participate in on-going training relating to patron confidentiality and service and be familiar with and sign an agreement to abide by the State of Michigan Library Privacy Act, Act 455 of 1982 as amended.

Volunteers will be engaged in the following categories:

Level 1. Single event such as participating in a project or activity, not in contact with patron information/records.

Level 2. Working within the Library on a schedule, or as requested by the Library Director. Performs basic tasks such as cleaning, shelving, preparing, and organizing materials. Not in contact with patron information/records.

Level 3. Assisting with tasks that require the volunteer to come in contact with patron information/records, such as working at the front desk or delivering materials to patrons.

Version	Adopted	Amended	Update Information
1	09/23/2023		
2		05/16/2024	Slight wording change and added POC
Procedure			