



Coalinga-Huron Library District Volunteer Policy



Coalinga-Huron Library District – Mission Statement

The Coalinga-Huron Library District provides equal opportunity access to information, quality books, multimedia materials, programs and

online resources to meet the needs of our diverse community for life-long learning, cultural enrichment, and intellectual stimulation.

To fulfill its mission, the Library employs a knowledgeable, well-trained staff committed to excellent service.

Statement of Purpose: In order to achieve the vision and mission statement of the Coalinga-Huron USD Public Library, we view the active participation of citizens of all ages, as a valuable resource to the library. After fulfilling library procedures, the library accepts and encourages the involvement of volunteers at the library under supervision of the library staff and within appropriate programs and activities. Volunteers shall be extended the right to be given meaningful assignments, the right to be treated as an equal, the right to effective and professional supervision, the right to involvement and participation and the right to recognition of competent completion of assigned tasks. Volunteers perform a wide variety of tasks under the supervision of the staff that are important to the institution. The following policy is designed to promote a maximum degree of excellence for volunteers of the Coalinga-Huron USD Public Library.

Definition of a Volunteer: A volunteer is one who contributes time, energy, and talents to the Library and is not paid by the district. Volunteers are not covered under any Workers Compensation plan. All volunteers must be accepted and enrolled by the library prior to performance of assigned tasks.

Benefits of Being a Volunteer:

- Feeling good about yourself.
- The experience of accomplishment.
- Being a service to your community.
- Recognition by staff, community, friends etc.
- References provided.
- Getting to know the library procedures, policies, and the effort it takes to run and maintain a library.
- Gaining understanding of the important role of a library for its patrons.
- Meeting new people in the community.
- Job training for future jobs.

Types of Volunteers:

- Adult (18 years and older)
- Teens (Teen Activity Board)
- Youth volunteers (12 years old to 17 years old)
- Community Service Workers- i.e. High school students for graduation credits. (We will not accept court-ordered community service volunteers).
- Special Projects

Some Tasks That May Be Performed By a Volunteer

- Shelf reading
- Shelving materials
- Assisting a staff member with programs and projects
- Light cleaning assignments
- Answering the phone
- Basic reference work under the guidance of a staff member
- Children's Storyteller
- Homework Helper/Tutor
- Children's Summer Reading Aide
- Adult Computer Tutor
- Working at circulation desk, under the supervision of a staff member.
- Clerical work as assigned
- Processing and/or repair of materials.
- Provide computer assistance to patrons.
- Other duties as assigned

Most task assignments will depend on the interest and age of the volunteer. Youth volunteer assignments are handled on a case by case basis.

Guidelines for Volunteers:

- Volunteers work hours at the library when supervisors are readily available. The number of volunteers accepted is based on the amount of work and supervisory time available.
- Volunteers should notify their supervisor as soon as possible if they know they will be late or absent.
- Volunteers must sign in and sign out of the volunteer's notebook. Volunteers should always wear their name badges while working in the library.
- Volunteers are responsible for updating personal data, such as change of address or telephone number etc., with their supervisor.
- Volunteers who are family members of library staff may not be placed under the direct supervision of their family member.
- Volunteers will be familiar with and agree to abide by the library's Confidentiality of Library Records policy, as well as all other library rules and policies.
- Volunteers agree that the library may at any time, for whatever reason, decide to terminate the volunteer's relationship with the library, or to makes changes in the nature of their volunteer assignment.

- Library owned equipment and supplies are for library use only and may not be used for personal business.
- Volunteers will not be asked to do a task that an employee would not also do.
- To end a volunteer commitment, please notify your supervisor of that decision and the effective date. Volunteers should expect to fulfill a commitment mutually agreed upon with the library.
- The supervisor may meet with the volunteer to review job performance.
- Volunteers will be required to attend training sessions when needed.
- Special accommodations will be made upon request.
- The library will, upon request, provide letters of reference for the volunteer, if deemed appropriate.
- All personal information about a volunteer is for internal use only and is confidential.

How to Become a Volunteer:

- All volunteers are required to fill out a Volunteer Application Form
- The Volunteer supervisor will review the completed application form.
- Volunteers are selected based on their qualification in relation to the needs of the library at any given time.
- Volunteers under consideration may be subject to a background check.
- If selected, volunteers will be contacted for an interview.
- If not selected, application will be kept on file for six months.
- Volunteers under age eighteen must have the application signed by parent or legal guardian. The minimum age requirement for an adult volunteer is 18 and 12 for a youth volunteer.
- Acceptance of an application is at the library's discretion. All volunteers must be approved by the Library Board of Trustees.

Supervision:

- Each volunteer will have an on-site supervisor and is expected to follow procedures established by that staff member. The supervisor 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. If this supervisor is not available, the volunteer may also discuss any changes or problems with the Library Director.
- 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.
- All volunteers should keep their supervisor informed of their projects and work status, and of their comings and goings in the library.

Job Orientation and Training:

Before beginning a volunteer assignment, the supervisor in charge will be responsible for:

- Take the volunteer on a tour of the building
- Introduce volunteer to Library staff
- Review library and volunteer policies
- Review job duties and expectations
- Confirm work dates, times, and anticipated duration of the assignment

- Supply volunteer with a name tag and review sign-in and sign-out procedures
- Provide training on any new skill needed to perform assigned tasks
- Discuss procedures for obtaining, using, and caring for needed supplies
- Provide safety orientation
- Review locations of parking, restroom, water fountains, first aids kits, and places for personal items

Types of Warning:

- First offense-Verbal warning
- Second offense – Dismissal

Behavior Standards:

Library services shall be rendered on a strictly impartial basis to all patrons.

- Should a volunteer have a grievance with a staff person, another volunteer or a library patron, every attempt will be made to handle the situation through the Library Director or volunteer supervisor.
- Volunteers shall be courteous, demonstrate good teamwork, be willing to share assignments and show respect for fellow volunteers and employees. Volunteers should maintain a sense of fairness and tolerance toward the point of view of others.
- Volunteers should maintain a professional, friendly demeanor at all times and are asked to direct all questions to a staff member. Staff members are trained to deal with questions about the library's collection, services policies and procedures.
- Volunteers should be mindful that, in the eyes of the public, they function as public relation representatives of the library.
- Smoking is not permitted.
- Volunteers are asked to be alert at all times to safety hazards and to report unsafe acts or faulty conditions to their supervisor. Volunteers should also notify their supervisors of any assignment which causes physical discomfort or which could lead to personal injury. All injuries, whether minor or serious, must be reported directly to their supervisor.
- Volunteers are prohibited from being under the influence of alcohol or/and using, possessing, selling or otherwise being involved with illegal substances or illegal activities, i.e. gangs.
- Discriminatory, sexual harassment actions will not be tolerated. Any harassment needs to be reported immediately to the volunteer's supervisor.
- Volunteers are ambassadors for the library and need to present a positive image to the public. It is expected that each volunteer's dress and grooming will be appropriate for a business environment and in keeping with his or her work assignment. If a volunteer is dressed in an inappropriate manner, they may not be able to work their shift.

Volunteers may be dismissed due to poor work performance or poor conduct, or for violations of Federal, State or local laws. Grounds for dismissal include but are not exclusive to:

- Negligent or unsatisfactory work performance
- Disruptive attitude or abusive language
- Conduct resulting in injury to others, hazardous conditions, or damage to property
- Violation of library rules, regulations, procedures or practices

- Unreported absences
 - Repeated tardiness
 - Use or possession of illegal drugs, substances or intoxicants while on the job
 - Failure to maintain confidentiality will result in immediate termination of the volunteer.
- Volunteers are responsible for maintaining the confidentiality of ALL library information.

Notice of Absence

If you are unable to be at your volunteer assignment, be sure to call the library to report your absence

Personal Telephone Calls

Personal telephone calls are discouraged. Emergencies, of course, arise but such calls are expected to be of a minimal length. Telephone calls placed for personal business or recreational use are forbidden.

The Friends of the Library

The Friends of the Library is a volunteer organization established as a 501 (c) (3). A Board of Directors sets their policies and oversees their operations and expenditures. The Board or it's designee is responsible for their volunteers. If a problem arises with one of their volunteers violating the policy, the Library Director will take the issue to the Friends' Board for action.

**Adopted May 22, 2012*

**Amended July 10, 2012*



Coalinga-Huron Library District Volunteer Policy
Signature Page

I have read the Coalinga-Huron USD Volunteer Policy and agree to abide by the guidelines.

Name (Print Please): _____

Signature: _____ Date _____

Witness: _____ Date: _____

This signature page will remain at the library and be retained with your application.

Please keep all other pages for your reference.

