



## Library Volunteer Policy

The library welcomes volunteers as valued members of our team. Volunteers help enhance library services and strengthen community ties. This policy outlines the framework for volunteer participation to ensure a safe, respectful, and effective environment for all.

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### Volunteer Eligibility and Application

- *Age Requirements:* Volunteers must meet the minimum age for each role. Volunteers under 18 must have a parent or guardian sign the volunteer application form, which serves as permission to participate. Additional restrictions on their assigned duties may apply.
- *Background Checks:* Volunteers are required to undergo a background check in accordance with Custer County policy based on role or level of supervision.
- *Application Process:* All volunteers must complete an application form, available in person at the library.
- *Selection Criteria:* Volunteers are selected based on their skills, experience, interest, availability, and alignment with the library's needs.
- *Right to Refuse:* The library reserves the right to refuse any volunteer application or discontinue volunteer services at any time, with or without cause.

### Training and Orientation

- *Orientation:* All volunteers receive an introduction to the library's mission, core policies, and basic procedures.
- *Task-Specific Training:* Training is provided for specific assignments.
- *Ongoing Support:* Library staff are available to assist volunteers and encourage them to ask questions or request help whenever needed.

### Roles and Responsibilities

- *Job Descriptions:* Volunteers will be given a general role description outlining common duties and expectations.
- *Performance Expectations:* Volunteers are expected to be reliable, punctual, and professional.

- *Scope of Tasks:* Volunteers will assist with tasks that support, but do not replace staff duties. Common tasks include shelving, prepping crafts, organizing materials, book repairs, and program support.

#### Behavior and Conduct

- *Professionalism:* Volunteers must behave respectfully toward all patrons and staff.
- *Conflict Resolution:* Volunteers should not attempt to resolve disputes or confrontations with patrons. They must immediately notify library staff to handle any such situations and not handle them alone.
- *Confidentiality:* Volunteers must sign a confidentiality agreement and respect patron privacy and library records.
- *Attendance and Punctuality:* Volunteers should notify library staff if they are unable to come when expected or previously arranged.
- *Drug- and Alcohol-Free Environment:* Volunteers may not use or be under the influence of drugs or alcohol while volunteering.
- *Dress Code:* Volunteers are expected to follow the county dress code as outlined in the employee handbook.

#### Supervision and Evaluation

- *Supervision:* Volunteers will receive task instructions from the library director or library staff member as appropriate.
- *Performance Evaluations:* Formal evaluations are not conducted, but staff may provide informal guidance and feedback.
- *Release from Duties:* Volunteers may be released at any time by the library or county for any reason, including policy violations or if the volunteer role is no longer needed.

This policy may be updated as needed to reflect changes in library practices or county guidance.