

Sampson-Clinton Public Library

Volunteer Policy

Purpose

Volunteer opportunities at the Sampson-Clinton Public Library are intended to:

- Supplement the efforts of paid library staff in meeting the demands for quality public service.
- Serve as a method for encouraging citizens to become familiar with their library and the services being offered.

The Sampson-Clinton Public Library may make use of the services of interested volunteers to supplement, but not replace, regular services provided by library staff. Volunteers will not be used in place of hiring full- or part-time staff. Volunteers may apply for paid positions under the same conditions as other outside applicants.

Definitions

Volunteer: Any individual, 17 years of age or older, who assists with work done at the Sampson-Clinton Public Library without remuneration. All volunteers must be formally accepted by the library prior to performance of assigned tasks (see selection of volunteers).

Student Intern: Any high school or college student who performs volunteer work without remuneration as part of an authorized school program to earn academic credit. All interns must be formally accepted by the library prior to performance of assigned tasks and are accepted under the same conditions as volunteers (see selection of volunteers).

Selection of Volunteers

Volunteers are selected based on their qualifications in relation to the needs of the library at any given time and based on the individual's ability to commit to a consistent schedule of volunteer hours. Volunteers may be asked to work on projects that are supportive of staff efforts. Examples include but are not limited to: shelving books, processing new materials, storytelling, helping to prepare for programs, assisting in the genealogy room, discarding materials, etc...

Interested individuals must complete a Sampson-Clinton Public Library Volunteer Application and visit with the Library Director and/or the supervisory staff member. Any volunteer under the age of 18 must have written permission from a parent or guardian to work at the Library. The library may check background and references and has the absolute right to decline anyone as a volunteer without cause or statement of reason. All personal information requested by the library and provided by volunteers is considered necessary for the normal conduct of business and is confidential in nature. It will not be disclosed to anyone, outside the course of normal business, without the volunteer's permission, except in cases of subpoena, court order, or other appropriate law enforcement request.

Upon the approval of the Library Director, the volunteer will be accepted for a 30-day trial period to allow for orientation and training. After 30 days the volunteer and his/her supervisor will meet to evaluate the volunteer's performance and satisfaction with his/her assignment.

Volunteers will be given a copy of the volunteer job description (and addendum if necessary) that applies to them specifically. Reasonably accurate documentation of duties performed is important to the organization and the volunteer, and establishes the boundaries of responsibility for the volunteer. Supervisors may add or delete duties from time to time, (which are to be documented on the Addendum). Over time, as the volunteer's interests, training, experience, performance and the library's needs indicate, volunteers may change or add other more difficult responsibilities, thereby increasing their value to the library.

Hours of volunteer services will be determined by the supervisory staff member in discussion with the volunteer. Volunteers are expected to arrive at the library in time to begin work as scheduled or to call the library if they will be absent. All volunteer work must be completed within normal library hours when a supervisor is readily available. Exceptions may be made by the Library Director.

If there are no suitable volunteer opportunities, the application form will be kept on file for a period of six months. Applicants will be contacted if a project is identified which matches their interests or qualifications.

Expectations

Volunteer expectations are as follows:

- Familiarize and abide by all Library procedures and policies.
- Present a positive image to the public as an ambassador of the Library and of the County of Sampson. This includes maintaining a professional, friendly demeanor and conducting interactions with dignity, courtesy, and consideration at all times.
- Dress and groom appropriately for a business environment and in keeping with work assignments.
- Regard all personal information or library use information about patrons or library staff confidential. No information learned is to be discussed or transmitted to anyone except in the course of their official duties as a volunteer.
- Be open and honest regarding intent, goals and skills.
- Accept only realistic assignments and have a clear understanding of the job.
- Carry out duties promptly and reliably.
- Cooperate with the staff and accept the guidance and direction of the supervisor and other Library staff.
- Understand the function of the paid staff, maintain a smooth working relationship with them, and stay within the bounds of volunteer responsibility. This includes directing all questions to a staff member if approached by a patron. Staff members are trained to deal with questions about the library's collection, services, policies and procedures.
- Participate in any training required by the Library.

- Discuss satisfactions, dissatisfactions, or any other concerns with the volunteer supervisor so that they may be discussed and resolved.
- Be punctual, and notify your volunteer supervisor of absences as much in advance as possible.
- Notify the volunteer supervisor if you change or end your volunteer time with the Library.
- Keep a record of volunteer hours by signing in and out of the Volunteer Log. Wear a name badge that identifies you as a Library Volunteer.
- Be alert, sober and drug free while volunteering.
- Respect that Library-owned equipment and supplies are for library use only and may not be used for personal business.
- Understand that visits and telephone calls from family or friends during your assigned volunteer hours are generally not appropriate and should be kept to a minimum.
- Refrain from soliciting the general public for support or contributions to any event or activity while working at a volunteer assignment. Notices in the staff room may be posted, and appropriate solicitation of staff is permitted outside work hours.
- Refrain from representing themselves as anything other than a volunteer while on assignment for the library, unless specifically authorized and to the extent specified in writing for a specific purpose.
- Refrain from using his/her affiliation as a volunteer with the library in connection with partisan politics, religious matters, or community issues.

General Provisions

Nothing in this policy shall be deemed to create a contract between the volunteer or intern and the Sampson-Clinton Public Library or the County of Sampson. Both the volunteer and the Sampson-Clinton Public Library have the right to terminate the volunteer's association with the Library at any time, for any reason, with or without cause.

Volunteer recognition is based on quality of performance and length of service. Letters of reference may be requested, and volunteers will be recognized at the annual meeting of the Board of Trustees. Upon completion of 100 hours of volunteer service (not counting orientation and training) volunteers will acquire "fine exempt" status for as long as they remain an active volunteer with the Sampson-Clinton Public Library. Abuse of this privilege will necessitate its termination.

Neither the County of Sampson nor the library provides any medical, health, accident or worker's compensation benefits for any volunteer, and neither will be held responsible for any injuries incurred as a result of Volunteer services for the County.

Library Administration understands that circumstances may occur which would necessitate varying the application of this policy, and these instances will be handled on a case-by-case basis by the Library Director.

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