City of Glendora
Administrative Policy
No. 4.06

Subject: GLENDORA PUBLIC LIBRARY VOLUNTEER POLICY

Effective: July 1989, Revised January 27, 1992, Revised February 24, 1997, Revised May 19, 2003, Revised March 16, 2009

Policy Objective:

To establish procedures for Library volunteers.

Authority:

Board of Trustees of the Glendora Public Library

Assigned Responsibility:

Board of Trustees of the Glendora Public Library and Library Director and assigned staff.

Policy:

Individuals interested in volunteering are required to submit a volunteer application. An interview will be scheduled to assess the volunteer's skills, interest, and availability. The Glendora Public Library reserves the right to make volunteer appointments based upon the applicant's ability to perform required duties and upon the needs of the library; some applicants may not be placed.

Every effort will be made to match volunteer applicants with duties that best complement their skills and interests. Any volunteer who does not follow volunteer policy and guidelines, or is unable to meet the needs of the library, will be asked to terminate the volunteer relationship.

The Glendora Public Library is a "Drug Free Workplace." A volunteer found to be under the influence of or impaired by an intoxicant while on duty or stand-by for duty, shall be asked to leave his or her post for the day and may be relieved of volunteer duties altogether.

Approved and adopted this 16th day of March, 2009

Ayes: 4

Noes: Ø

Absent: 1

City of Glendora
Library Board of Trustees

Attest: Robin Weed-Brown
Robin Weed-Brown, Library Director

By: Michael Conway
Michael Conway, President

Procedure

All adult volunteers are processed and coordinated by the Volunteer Coordinator. Youth volunteers, ages 12-18, are processed and coordinated by assigned staff in the Public Services division. The Library does not generally accept any volunteers who are court referrals/court appointed.

1. Anyone interested in serving as a Library Volunteer should complete the interest form found in the "Volunteers Have Heart" brochure ***[see attached]***. The completed form should then be turned in to a staff member and submitted to the Volunteer Coordinator. The Volunteer Coordinator will review the completed form and refer the volunteer candidate to the appropriate person for appropriate follow-up and/or scheduled interview.

2. As needed, volunteer candidates will be interviewed by assigned staff. A volunteer application must be completed by each candidate at the time of his or her interview.

   The purpose of the interview is to assess the volunteer's skills, interests, and schedule availability. Volunteer acceptance and placement is based on the compatibility of volunteers' skills and the needs of the Library – some applicants may not be placed at the time of their interview. If a candidate is accepted as a Library Volunteer, every effort will be made to match volunteer interests with his or her library assignment.

3. A volunteer's work assignment and schedule are determined by the staff person conducting the interview, and may be changed at any time to meet the needs of the organization. At the discretion of the Volunteer Coordinator or the assigned division, a volunteer may be re-assigned to work on special projects at any time.

4. A volunteer who is unable to work his or her assigned work schedule should contact the Volunteer Coordinator or the supervisor in the appropriate division as soon as possible. Bookstore volunteers should attempt to find a replacement for their assigned shifts and contact the Development Office if they are unable to find someone to work their shifts.

5. Volunteers should sign in and out and record their hours in the volunteer time book located in the Circulation Office. Literacy volunteers must record their hours on forms required by grant guidelines. Youth volunteers sign in and out and record their hours in the volunteer time book located at the Youth Services desk. Bookstore volunteers will sign in and out and record their hours in the volunteer time book located in the bookstore.

6. While not required, we ask each volunteer to make a three-month commitment to the Library. Changes in work schedule or concerns about work assignment should be referred to the Volunteer Coordinator or Public Services division as appropriate. Changes in address or telephone number should also be reported.

7. The Library appreciates each volunteer's willingness to help, but asks that they direct patrons to a Library staff member immediately if there is a question from the public beyond directional questions ("Where is....?").

8. The Library is a public service organization, and asks all volunteers to act in a professional, business-like manner. This includes dressing in an appropriate attire for their work assignments and wearing their volunteer badge whenever working in the Library.

9. Jackets, purses and other personal belongings can be kept in the volunteer's assigned work area, if appropriate, or check with a Library staff member. The Library is not responsible for any lost or stolen personal items.

10. The Library does ***not*** cover any volunteer with any form of an insurance policy, including Workers' Compensation. Homebound delivery drivers must be covered under their own private insurance policies. Any injury incurred by a volunteer while conducting their assigned duties must be reported to management immediately.

11. Adult volunteers requesting to work in the Youth Services area or programs will be required to be fingerprinted prior to assignment.

You Can Make A Difference!

Thank you for your interest in volunteering your time and talents to your community and to the Glendora Public Library.

Effective volunteer work is a cooperative effort and your decision to support the Library will make a difference in the quality of service we are able to give the Glendora community.

The staff at the Library looks forward to the opportunity of working closely with you!

Bonnie J Deering

Bonnie Deering
Volunteer Coordinator

Mission Statement

The Glendora Public Library enriches the community by connecting people to the world of ideas, information and imagination to support their work, education, personal growth and enjoyment. The library stimulates civic involvement and is a symbol of the community's well-being.

For More Information:

GLENDORA PUBLIC LIBRARY

Glendora Public Library
140 S. Glendora Avenue, Glendora, 91741
[626] 852-4891
www.glendoralibrary.org

Volunteers have Heart!!

Glendora Public Library

If you are interested in becoming a volunteer, please fill out this form and leave it with library staff. The Volunteer Coordinator will contact you to discuss your interest in serving the Glendora Public Library:

Name:

_____

Address:

_____

City/Zip:

_____

Daytime Telephone:

( )

_____

If under 18, please X:

☐ Youth Volunteer, ages 12 - 18

Please X areas of interest:

- ☐ I want to help where the library has the greatest need
- ☐ Friends Plaza Book Loft (adults only)
- ☐ Computer Assistance
- ☐ Community Programs
- ☐ Adult Literacy
- ☐ Other: _____

Volunteer Opportunities

The library's needs vary from time to time and volunteer placement may change as needed. Specific areas in which we can use your expertise include:

Friends Plaza Book Loft

The Friends Foundation operates a used book and gift shop on the main floor of the Library. Bookstore volunteers help sort through donated books, prepare items for sale and staff the Book Shop during open library hours.

Computer Assistance

The Library has more than 15 computers available for use by patrons. You can share your computer expertise by assisting the public with computer related problems.

Community Programs

The Library participates in and hosts a variety of community programs and cultural events. Volunteers assist in a variety of ways, ranging from staffing registration or information tables, distribution of surveys/fliers, event greeters, hospitality host/hostess and more.

Adult Literacy

Adult literacy volunteers are trained to work with adult learners and asked to meet with them for 1-1.5 hours each week. Tutoring schedule is based on the individual needs of both the learner and tutor.

Volunteer opportunities are not limited to those listed above, but include a wide variety of areas in which we can best use your skills to serve the Glendora community.