

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; Revised November 15, 2010; March 20, 2017

Policy Objective:

To define structure and purpose of the Volunteer Program of the Glendora Public Library

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

Glendora Public Library Volunteer Policy

Statement of Purpose

The Glendora Public Library encourages the active participation of citizens of a variety of ages, as a valuable resource to the Library. Volunteers contribute to the well-being of their community, help the Library fulfill its mission and are a valuable part of the Library's relationship with the community it serves. The Library dedicates resources to its volunteer program:

- to supplement the efforts of paid library staff to provide quality library collections, services and programs;
- as a method for area residents to become familiar with the library;
- to support the Library's fiscal well-being;
- and to create opportunities for individuals to feel personal satisfaction while performing a valuable service for the community.

Volunteers are expected to act in accordance with Library policies and to reflect positive customer service attitudes.

Volunteers shall be recruited without regard to any individual's age, race, creed, color, national origin, religion, marital status, sexual orientation, gender, physical appearance, socioeconomic level, education level or any other legally protected characteristic.

Volunteers are selected based on their qualifications and the needs of the Glendora Library at any given time.

Definition

1. A volunteer is a person who performs a service or tasks for the Glendora Public Library without wages, benefits or compensation of any kind.
2. The Glendora Public Library does not provide any medical, health, or other employee benefits for any volunteer.

Requirements

Prior to volunteering, applicants must complete a volunteer application. Certain positions that work with children will require a background check and fingerprinting. The Library has the absolute right to decline anyone as a volunteer without cause or statement of reason.

The Library will not accept volunteers under the age of 12, unless they volunteer for the Library's Summer Reading Program. Volunteers under the age of 18 must have the consent of a parent or legal guardian. Volunteers under the age of 18 may not work without direct supervision by a staff member.

To encourage and promote Library use, both inside the Library and virtually, certain volunteer positions may be required to have a library card at Glendora Public Library, with an account in good standing.

Volunteers are recognized by the public as representatives of the Glendora Public Library and shall be guided by applicable City of Glendora and Library policies and procedures for employees. These include but are not limited to policies/procedures on workplace safety, substance abuse, and confidentiality of Library transactions. Failure to maintain confidentiality and other significant violations may result in immediate termination of the volunteer.

Volunteers cannot use City vehicles as part of their volunteer assignments. Volunteers who use their own cars as part of the volunteer assignment are required to use their own insurance and comply with related City guidelines.

Most volunteers are requested to make a minimum commitment of three months, depending upon the volunteer project.

Volunteers agree that the Library may at any time, for whatever reason, make changes in the nature of their volunteer assignments.

Volunteers should maintain a professional, friendly demeanor at all times. Unless specifically trained and assigned otherwise, volunteers should direct all patron questions to a staff member.

The Library will, upon request, provide a letter documenting a volunteer's service.

All personal information about a volunteer is confidential and for internal use only.

Court Ordered Community Service Volunteers

The Glendora Public Library does not accept any volunteers who are court referrals/court appointed.

Physical Requirements

Some specific volunteer positions require standing, sitting, stooping, bending, kneeling, crouching, reaching, lifting, carrying, and pushing and/or pulling up to 40 pounds. Safety is a prime concern and a consideration when making volunteer assignments; applicants are responsible for keeping the Library informed accordingly.

Termination

Nothing in this policy creates a contract between the volunteer and the Glendora Public Library. Both the volunteer and the Library can terminate their association at any time, for any reason, with or without cause.

Related Procedures

In support of the volunteer program, the Library will maintain procedures, guidelines, and/or training to cover elements such as coordination and supervision; applications; attire and identification; shift and scheduling expectations; record keeping; computer use; confidentiality; workplace safety; and other elements of this policy as needed.

Approved and adopted this 20th day of March, 2017

Ayes: 4

Noes: 0

Absent: 1

Attest: Janet Stone
Janet Stone, Library Director

City of Glendora
Board of Library Trustees

By: 
Patrick Hollanders, President