

# Policy Manual

## PUBLIC POLICIES

### Policy P14: Volunteers

The Novi Public Library identifies volunteers as a person who regularly performs duties or tasks for the Library without wages or benefits. The Library shall use the services of volunteers to supplement the efforts of paid Library staff in meeting demands for quality public service and to serve as a method to encourage citizens to become familiar with their Library and the services being offered. The Novi Public Library shall make use of the services of interested volunteers to supplement and not to replace the work done by Library staff. The volunteers described in this policy are different from the Friends of the Library volunteers who are governed by their own policies and bylaws.

#### **Categories of Volunteers**

General Volunteers - An opportunity for volunteers over the age of 18 to enhance Library services based on specific tasks identified by Library staff.

Community Service Workers – Offenders referred by the courts of Oakland County to the Library for community service work in lieu of punishment.

Student Volunteers – Students required by their school to volunteer in community agency as a requirement for graduation.

Teen Summer Reading Volunteers – Students entering into 7<sup>th</sup> grade and/or 12 years of age with an interest in working with the Youth Department to assist with program registration and events during the months of June through August.

Interns / Practicum Student – A bachelor or master level student who is working to complete a practicum as part of their course of study. Scope of work will be determined by the intern / practicum student and Department Head during an interview.

- A. The Library shall designate a volunteer coordinator to oversee use of volunteers and to maintain a file of volunteers. Each department that uses volunteers shall designate a volunteer supervisor to train, supervise, and evaluate volunteers.
- B. Volunteers must complete a volunteer application form and be age 12 or older. All volunteers are subject to an acceptable background check prior to starting their volunteer commitment. Under normal circumstance, background checks will be completed in a reasonable period of time. Volunteers under 18 years of age must have written permission from a parent or guardian to volunteer for the Library. Volunteers will not be accepted if there is no suitable job match when skills, interests, locations, schedules, and transportation are considered. If there

is not a job available, the volunteer will be informed that his/her application will be kept on file for one year and he/she will be contacted when there is an opening.

- C. Volunteers will not take the place of paid staff and will provide special, unusual, or supplemental services and will be recruited for specific jobs rather than on a general basis.
- D. Volunteer hours will be determined based on the needs of the Library and availability of the volunteer. On an average, a volunteer is asked to commit to work a minimum of two hours per week. In discussion with the volunteer, the Volunteer Coordinator will determine the hours of the volunteer's service. While the Library will attempt to accommodate the volunteer's schedule, we cannot guarantee it. The volunteer will be asked to sign an agreement form before beginning his/her duties so expectations are clear and concise.
- E. Volunteers are recognized by the public as representatives of the Library and shall be guided by the same work, behavior and dress code as Library employees.
- F. Volunteers are expected to arrive at the Library in time to begin work as scheduled or notify the Library if they will be absent. All volunteer work must be completed within normal Library hours. Volunteers who fail to show as scheduled may forfeit their volunteer opportunity.
- G. Volunteers will receive orientation packets and shall wear an identification badge when working for the Library. They shall have access to staff restrooms and lounge during their work hours.
- H. Volunteers shall participate in a voluntary evaluation process.
- I. At the end of the volunteer's tenure with the Library, the Volunteer Coordinator will conduct an exit interview.
- J. This policy shall not be deemed a contract between the volunteer and the Novi Public Library. Both the volunteer and the Library have the right to terminate the volunteer's association with the Library at any time, for any reason, with or without cause. The Library does not provide any employee benefits to persons serving as volunteers.
- K. Volunteers will adhere to the dress code that applies to Library employees (See Novi Public Library Employee Manual, Rules of Conduct, Dress Code).

### **Recognition**

- A. Recognition is an important component of a volunteer program and is often the only way in which the Library can say "thank you". At least annually, there will be a formal recognition of general and teen volunteers from the Library.
- B. Community Service Workers – The Volunteer Coordinator will verify satisfactory performance levels and the number of hours worked to fulfill the court requirements.
- C. Students and Interns/Practicum - The Volunteer Coordinator will verify that these volunteers have satisfactorily completed the requirements for their volunteer activity.

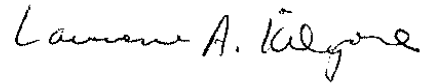
### **Duties**

- A. Volunteers may be asked to work on projects that are supportive of staff efforts. Examples include, but are not limited to: shelf reading to ascertain if books are in proper order, tagging/weeding/withdrawing materials for the Library's collection, cleaning materials, outdoor maintenance, dusting, moving books, interactive opportunities with the public such as greeting at program events and providing support for programs, and will be expected to help enforce the Library's Rules of Conduct.

B. Community Service Workers who refuse the assigned duties or who behave inappropriately may forfeit their volunteer opportunity.

Approved: August 11, 1997; Amended: October 21, 2009; Amended: May 15, 2010

Signed:

A handwritten signature in cursive script that reads "Lawrence A. Kilgore".

Lawrence A. Kilgore  
President  
Novi Public Library Board of Trustees