

# TAYLOR COMMUNITY LIBRARY VOLUNTEER HANDBOOK

**Thank you for your interest in volunteering at the Taylor Community Library! We welcome you and look forward to working with you.**

**Volunteers at Taylor Community Library will be expected to:**

- Complete an online application and submit it to the volunteer coordinator. Paper applications will be available upon request.
- Be at least 12 years of age.
- Volunteer at least 8 hours per month on a regular schedule, typically served as 2 or more hours per week.
- Attend our volunteer orientation program. If under the age of 18, a parent or legal guardian is also expected to attend the volunteer orientation program.
- Fill out and submit a Volunteer Liability Waiver. If under 18 years old, a parent or legal guardian will need to fill out the Volunteer Liability Waiver.
- Fill out and submit an Emergency Contact Form.
- A volunteer or his/her parent or legal guardian must have a library card in good standing as defined in the Library Card policy.
- Agree to follow Michigan Library Privacy Act.
- Pass an ICHAT background check, if requested by management.
- Must be a resident of the library's legal service area. Priority will be given to residents or property owners of Taylor for volunteer opportunities.
- Serve without compensation or benefits.
- Follow all guidelines set forth in this Volunteer Handbook.

Applicants will be approved to become volunteers at the discretion of the library. Volunteers serve at will and may be discharged with or without cause or notice by the library director or volunteer coordinator at any time.

If there is no suitable volunteer service match with the applicant's skills and interests or schedule requests, the applicant will be notified. The application will be kept on file for at least one (1) year and the applicant will be contacted if there is an appropriate opening during that time.

**When the library accepts a volunteer's offer of service, volunteers will be required to attend an orientation session. At this orientation, the volunteer coordinator will:**

1. Supply an orientation packet which will include:
  - a. Taylor Community Library Volunteer Handbook
  - b. Volunteer Policy
  - c. Volunteer Liability Waiver (which will need to be signed and returned)
  - d. Emergency Contact Form (which will need to be filled-out and returned)
2. Review volunteer policy & procedures.
3. Explain the Michigan Library Privacy Act.
4. Provide a tour of the library.
5. Specify appropriate responses to library customers.
6. Review duties and confirm volunteer commitment.
7. Discuss personal and building safety matters.
8. Provide instruction about sign-in and sign-out procedures.
9. Initiate or schedule training as needed and define task responsibilities.

**Volunteers are recognized by the public as representatives of the library and shall be guided by the same work and behavior code as library employees. This will include, but not be limited to:**

1. Dress and grooming appropriate for a business environment and tasks assigned. Jeans are acceptable if not torn or frayed. No tank tops. No shirts with inappropriate messages or images.
2. Name tags worn at all times while volunteering in the library.
3. Adherence to sign-in and sign-out procedures with advance notice to the volunteer coordinator or designee in the event of absence or lateness for a scheduled time.
4. Courteous and proper interaction with library customers, staff, and other volunteers. All customer questions other than directional (i.e. Where are the restrooms? Where is the computer lab? etc.) should be referred to a library staff member.

5. Responsibility for updating personal data (such as change of address, telephone number or emergency contact information) with the volunteer coordinator.
6. Observance of the library's drug free workplace status. Use of alcohol, illegal drugs or tobacco products in the library is prohibited, as is the abuse of drugs or alcohol or reporting for service under the influence of these substances.
7. Immediately reporting to a library staff supervisor any occurrence of injury, minor or serious. If any assignment appears to cause physical discomfort or could lead to personal injury, the volunteer should, without delay, report this to the volunteer coordinator or the staff supervisor in the assignment area.
8. Harassment or improper advances toward another person in the library or on library grounds is strictly prohibited. This includes unreasonably interfering with anyone's work or creating an intimidating, hostile or offensive environment. Any concerns or questions about the behavior of library customers, staff or other volunteers should be referred or addressed to staff supervisor or the volunteer coordinator. Under no circumstances should a volunteer initiate a confrontation with library customers, staff or other volunteers.
9. Volunteers are not allowed to sit at public service desks or use staff computers unless specifically assigned to an area by the volunteer coordinator or a staff supervisor.
10. Personal telephone calls are prohibited except in the case of an emergency and then must be kept brief and not made at a public desk. Long distance calls are not allowed.
11. Library owned equipment, such as copiers/printers, fax machines, computers, supplies, etc. are for library use only and may not be used for personal business. No equipment or material should be removed from the library without prior submission of a written request by the volunteer and prior written approval from the library director, volunteer coordinator, or staff supervisor.
12. All transactions between library customers, staff and/or volunteers are completely confidential. This includes any information about materials a customer has looked at, asked for, requested or checked out, as well as questions asked by library customers.

Volunteers may participate in a regular evaluation process in a formal or informal manner, written or verbal. Volunteers serve under an at-will status and may be discharged with or without cause or notice by library management or volunteer coordinator.

Volunteers who wish to end their tenure with Taylor Community Library should notify the volunteer coordinator about the decision and the effective date. Volunteers may be asked to participate in an exit interview.