**Volunteer Policies and Procedures Compilation:**

1. Volunteers had to submit an application and sign paperwork stating they were willing to undergo a background check.

We used the State Police background check iCHAT and it cost us $10 per application.

We also stipulated in our policy that we did NOT accept community service volunteers. This may

seem discriminatory, but we were simply overwhelmed with the number of community

members who had court ordered community service and we could not accommodate them all.

Plus, this saved the library from conversations about what they did to wind up with community

service and also from making judgement calls about whether or not their "offense"

should prohibit them from working around children or the public. It simplified things exponentially

to be able to say the library has a current policy of not accepting community service volunteers.

Supervision depended on what work the volunteer was performing. If it was shelving, it was the circ supervisor.

If it was cleaning, it was the maintenance person. If it was a program, it was the programming person

for that department, etc

2. Our volunteers are assigned very specific and limited tasks. We use them for some repairs, recycling, our state mandated well water testing, and as home delivery drivers. Outside of those tasks, we only occasionally use volunteers as extra sets of hands at events, much like extra parental supervision.

We vet the home delivery volunteers more thoroughly, because they're the only ones interacting with patrons without staff present. I am attaching the form we use for volunteers, and our insurance company recently did a risk assessment and recommended we use the MI Secretary of State governmental subscription service, and I've attached that information as well. We have not yet enrolled, but I plan to do so once we're past a May millage election.

3. Not sure how I originally crafted this policy/procedure (attached), but most of our volunteers were either students looking for National Honor Society hours or people (both minors and adults) looking for court mandated community service hours. We haven't had many volunteers at all since 2020. I can say that this was not reviewed by a lawyer, although it probably should be, and was mostly a response to trying to standardize initial training for the volunteer(s), because I tend to forget that not everyone knows everything and just because I covered all of that with the volunteer "yesterday" doesn't mean the volunteer today has any idea, or that what I told someone yesterday because I thought it was highly important and they found it irrelevant isn't going to suddenly become relevant tomorrow and it will be helpful for them to have something in print to look back on.

I've also attached a copy of a sample volunteer policy from somewhere else pertaining to a specific project. I kept it in anticipation of a couple larger projects we'd like to get done—like digitizing old newspaper clippings, painting the library, etc.--that we don't have staffing to accomplish, but none of those projects have gotten beyond discussion phases yet, so I haven't crafted a policy/procedure specific to them.

We don't typically vet our volunteers in terms of background check, etc., because the first task we solicit volunteers for is weeding/grounds work (outside, not typically any interaction with the public), and second task is dusting and/or inventory, so infrequent interactions with the public. If they're volunteering specifically to assist with a programming event, we only utilize volunteers we know (like Friends members, Teen Advisory Club members, etc.) for children/family activities.

If it is a children's programming event, our children's librarian supervises. For all other activities, I supervise, although it might not be tight supervision, more like casual oversight.

4. We refer adults who want to volunteer to our Friends group. They have monthly book sales, and some of the members come in once a week to sort the donations because they come in continuously. One of the school districts that we serve requires volunteer hours for graduation. Teens who want volunteer hours need to join the teen advisory board. They get credit for attending meetings, and members of the TAB also get notified of other volunteer opportunities (usually either assisting at children's programs or cleaning shelves.) Some of the teens don't like the fact that they can't just drop in whenever they feel like it and get credit. Kids programs are for days and times. The cleaning of shelves can be scheduled to fit the teen's schedules, but they are still expected to schedule in advance. Some teens make a face at us when we tell them what is available. Oh well. We do not accept court ordered. It never works out. The times we have tried to help people out, they would not show up when they said they would. Then when we would write the letter for the court stating how many hours they worked they would yell at the staff that the hours listed were not as many as they needed. So we just don't do it anymore.

5. We've worked heavily with volunteers over here at HTL as an organization created entirely by volunteers in the not-so-distant past. The duties have varied over the years, but I try to stay connected to our volunteers and use them whenever possible. Currently, we use volunteers as 1.) storytellers for local venues, 2.) delivery drivers, 3.) Friends used books, including hauling stuff off to recycling, 4.) shelf readers/dusters 5.) special projects like blacking out library information on weeded materials, fixing our local Book Nooks (Little Free Libraries), making back-to-school packets for students, stuffing bags for local outreach opportunities like Trunk-or Treats, we at times use volunteers to man outreach tables and talk about the library at local events like the Senior Expo, Concerts in the Park, or family nights at local schools (though we prefer staff do outreach when they are available).

Depending on the task, there are some waivers and paperwork. Delivery drivers have to submit proof of insurance and DL as well as sign a liability waiver and sign a Library Privacy Compliance form. Storytellers go to local schools so they have to pass a background check and fill out a form for to consent to it. Anyone working with children will have to consent to the background check. Volunteers used to help with minor tasks behind the desk like scanning weeded material or helping with inventory. Anytime, volunteers are behind the desk, they have to sign the library privacy compliance agreement. We haven't used volunteers behind the desk in several years now, so those forms are mostly for delivery drivers now.

Since we began as a volunteer library not long ago, I have an email list of just under 100 volunteers. I try to email them monthly with library updates and keep them in the loop. I let them know when volunteer opportunities arise and give them first-dibs updates on library happenings. They appreciate being the first to know about upcoming library events or special projects or even when to expect the next newsletter in the mail. We regularly gain and lose members on the list. The key is to keep in touch and keep building. More than anything, volunteers need to feel wanted and useful. Whenever I have someone express how much they like the library or ask how they can help, I ask if I can add them to my list of volunteers so they get my emails and stay in the loop about volunteer opportunities.

You also want to play into their talents. We have one lady that is very particular about order and processes. She is the best shelf-reader and always tidies the books on the shelves as she goes. It's nice to have a large volunteer list. I can put out jobs as needed and usually get a pretty good response. We've also at times put things out on our social media, though mostly as projects for teen volunteers arise.

Who supervises them? It depends on the tasks they are performing. Teen volunteers are mostly supervised by our youth librarian. Delivery drivers and storytellers come to me as the organizer of those programs, but shelf dusters mostly check-in with the circ desk staff.

At any rate, I've attached our forms and I'm happy to help if you have any additional questions. I've worked with volunteers for a long time now. I hope that helps.

6. I am the Circulation Supervisor at East Lansing Public Library. Our current volunteer policy can be found by following this link: https://www.elpl.org/volunteer-policy/. At the moment, we usually ask volunteers to shelf-read. This is definitely not a perfect solution, but we have a lot more people interested in volunteering than we need and shelf-reading is always available. It is much more helpful to have volunteers help with busy programs or large events.

We vet volunteers by having them fill out an application indicating why they are interested in volunteering and how many hours they need, etc. We also perform background checks, which we do using three databases. We search each applicant’s name in the Michigan Sex Offender Registry (MSOR), the Offender Tracking Information System (OTIS), and Michigan’s Internet Criminal History Access Tool (ICHAT). You need to pay for ICHAT, but the other two are free.

Myself and our Community Development Specialist (who primarily works on fundraising, grants and event planning) work together to coordinate the volunteers.

7. Attached is our volunteer policy. We also put any community service workers under this policy. I supervise volunteers, we don't use volunteers in any position which would require vetting (working with kids eg). They shelve books, change lightbulbs, clean the outdoor yard area, weed flowers, dust shelves, etc.