

Albion District Library Volunteer Handbook



Adopted by the Albion District Library Board of Trustees, (Date Here)



Albion District Library
Transforming Minds, Changing Lives

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Welcome Volunteer!

Welcome to the Albion District Library! Our Library is a unique resource in Albion and has been since its dedication in 1919. We offer ever-changing collections, services, and events that bring value and opportunities for both education and recreation. We are tax-funded, which means that we are a library supported by our community for our community.

Volunteers provide a meaningful contribution to the library operations, strengthen customer service, create ties to the community, and strengthen ADL's services and programs. With your help, we can better serve our community. We thank you for sharing your time and talents with us as a volunteer.

This handbook outlines what you can expect from us and our expectations of you. If you have any questions, please feel free to contact me via phone at (517) 629-3993, email at director@albionlibrary.org, or just stop in during regular business hours. I look forward to working with you and welcoming you to our team.

Sincerely

Cynthia Stanczak

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Library Director

LIBRARY MISSION STATEMENT

The Albion District Library empowers people to read, explore, and imagine a world of possibilities.

HOW TO BECOME A VOLUNTEER

- Complete and submit the Volunteer Application Form and return it to the Library Director.
- Pass a background check. This is provided by the Library.
- Complete a brief in-person or telephone interview.
- Request, be selected for, and then placed into a particular job or jobs.
- Receive an orientation. This includes a tour of the building, introduction to the Library staff, and review of the Volunteer Handbook.
- Receive additional job orientation and training relevant to those specifically assigned volunteer jobs.
- Volunteers must be at least 15 years of age.

VOLUNTEER OPPORTUNITIES

Each of our current volunteer assignments is listed below with a brief summary of responsibilities. All volunteers will be trained and best matched for their abilities and our needs at the time.

- Clean/Maintain Materials- Clean, organize, arrange books, and audiovisual materials
- Program Assistant- Help with events throughout the year
- Mender- Repairing damaged materials
- Summer Reading Volunteer- Assist with our Summer Reading Challenge program and events
- Local History Data Entry Volunteer- entering data into the Obituary Database
- Local History Indexer/Filer- Filing materials in the Local History Room
- Local History Volunteer Researcher- Researching, copying, and sending family genealogical requests under the supervision of the Local Historian

EQUAL OPPORTUNITY POLICY

As an equal opportunity employer, the Library strives to base its employment decisions on performance, experience, training, and education without regard to race, color, national or ethnic origin, age, religion, sex, sexual orientation, gender identity and expression, disability or medical condition, veteran status, or any other characteristics protected under applicable federal or state law which is unrelated to the essential functions of the employee's job.

All activities relating to employment shall be conducted in a nondiscriminatory manner.

SCREENING OF VOLUNTEERS

All volunteers shall submit adequate information to allow the Library to conduct a criminal background check. Volunteers who refuse permission to conduct these checks or who fail to submit factual information will not be accepted for a placement.

The Library will provide a copy of the response form from the various checks performed on the prospective volunteer upon request.

REPORTING FOR DUTY, WORK HOURS

You need to report to your supervisor (or the person in charge) upon arrival. You must sign in at the beginning of your shift and sign out upon completion of your shift. Keeping an accurate tally of volunteer hours is very important. It is also vital that we know which staff and volunteers are in this building in case of an emergency.

ATTENDANCE

Your supervisor and co-workers value your contributions and they depend on you to be present at the scheduled time. Volunteers who know they will be absent or late should notify their supervisor as soon as possible.

SUPERVISION

Each Volunteer will have an on-site supervisor and is expected to follow the procedures established by that staff member. Your supervisor is responsible for day-to-day management and guidance of your work and will be available for advice and assistance. Please feel free to ask any questions of this person or report problems and concerns you have about your assignment. If you are unable to contact your supervisor, the Library Director is available to discuss any changes or concerns.

PERSONAL DATA

Volunteers are responsible for updating their personal information, such as change of address, telephone number, etc., with the Library Director. Volunteer records shall be given the same confidentiality at Albion District Library personnel records and will be maintained by the Library Director.

PARKING

Volunteers performing work in the Library may park behind the building or on Ash Street.

NAME TAGS

Volunteers will be required to wear a name tag during their shifts. It is important for library patrons to be able to identify individuals who are able to help them with directions and information. Volunteers should report lost name tags immediately to their supervisor for replacement.

DRESS CODE

Volunteers must dress appropriately for the job they are doing. They are ambassadors for the library and need to present a positive image to the public. If a volunteer is dressed in an inappropriate manner, they may not be able to work their shift. Volunteers should present a neat and clean appearance. Please remember that you may have to bend, reach, stoop, or lift at some point during the day.

In general, please do not wear an item of clothing to your shift if you would;

- Sleep in it
- Garden in it
- Wear it to the beach
- Work out in it
- Paint your house in it
- Wear it to the bar or dance club

Specifically, Library guidelines for personal appearance should exclude:

- Shorts
- Cut-off tops or bottoms

- Spaghetti strap or strapless tops or dresses
- T-shirts with inappropriate images, messages, or logos (Education or reading-related images, messages, or logos are encouraged)
- Sweatpants, exercise clothing, or yoga pants
- Miniskirts
- Skintight clothing, including leggings or “jeggings” not covered mid-thigh
- Clothes that bare your abdomen, upper cleavage, or lower cleavage
- Ball cap-style hats or visors

PLEASE NOTE:

- All clothing should be in good condition, with no stains, rips, frays, tears, or holes. This excludes “fashionably” torn, frayed, or distressed clothing.
- Shoes are to be worn at all times and should be functional for your specific work assignment. Comfortable dress shoes, athletic shoes, or sandals in good condition are highly recommended. Flip-flops are not allowed.
- Jewelry should not restrict work or be dangerous in job performance.
- Body piercing jewelry, tattoos, and body art should be tasteful and non-offensive or should be able to be covered while at work.
- Perfume, cologne, and strongly-scented lotions should be used moderately or avoided as they can cause adverse reactions in patrons or co-workers.
- Clothing and accessories that promote political or controversial issues should not be worn while at work.

Exceptions may be made based on job assignments or announced casual days.

If clothing fails to meet these standards, as determined by the supervisor or Director, the volunteer may be asked to change clothes. Please see your supervisor if you have questions.

CUSTOMER SERVICE

Many volunteers come into contact with library patrons and may well be the first official contact a patron has with the library. It is important that volunteers maintain a professional, friendly demeanor at all times. Volunteers are asked to direct questions to the staff members. Staff members are trained to deal with questions about the Library’s collection, services, policies, and procedures.

STANDARDS OF CONDUCT

Service with the Library is based on a mutual agreement. The fulfillment of this agreement rests upon good faith, acceptable performance of the position and assigned responsibilities, and fair and reasonable business conduct. Albion District Library expects volunteers to meet reasonable standards in their everyday work performance. The following is a partial list of expected qualities:

- Good attendance
- Cooperation with peers and the willingness to work collaboratively
- Flexibility and the willingness to adapt to change as needed
- Honesty
- Friendliness and goodwill
- Pride in work
- Professionalism
- Discretion
- Dedication to moving the library mission forward

If an volunteer's conduct falls below or conflict in spirit or letter with the standard, the volunteer may be subject to disciplinary action, up to and including dismissal. See *Disciplinary Procedures*.

CONFIDENTIALITY/PRIVACY

All transactions between library users and staff or volunteers are strictly confidential. Volunteers are required to uphold this policy. This includes any information about materials a patron has checked out, requested, looked at, and asked for. Michigan Public Act 455 of 1983, the Library Privacy Act (MCL 397.601-397.606) requires that public library circulation and registration records are confidential. Even law enforcement representatives must secure a court order before patron information is released.

All library-related business or patron information overheard or entrusted to a volunteer must stay confidential. It is not to be talked about among other volunteers, participants, friends or family.

EMERGENCIES

In the event of inclement weather or other emergencies, a volunteer may choose not to work. If so, the volunteer is responsible for contacting his or her supervisor. Volunteers should check the Library's website (www.albionlibrary.org) or call the main number (517-629-3993) to find out if the Library has closed due to inclement weather. Information concerning closings, reduced services, or delays, will be provided to local media.

TELEPHONE AND EQUIPMENT USE

The Library is a place of business. Personal cell phones should not be used for calling or texting during volunteer hours. If you receive a phone call that you must answer, please come to the back staff area to use your phone. Library-owned equipment and supplies are for Library use only and may not be used for personal business.

HEALTH AND SAFETY

Volunteers are asked to be alert at all times to safety hazards. Unsafe acts or conditions should be reported to your supervisor. Please notify your supervisor of any assignment which causes physical discomfort or which could lead to personal injury. All injuries, whether minor or serious, must be reported to the Library Director immediately. Volunteers are not covered by Worker's Compensation.

DRUG AND ALCOHOL-FREE WORKPLACE

The use, possession, transfer, or sale of illegal or illicit drugs (including alcohol) in the workplace is prohibited, as is reporting for duty while under the influence of said drugs.

SEXUAL HARASSMENT POLICY

Sexual harassment is prohibited. Sexual harassment is defined as unwelcome sexual advances. Requests for sexual favors, and other verbal or physical conduct of a sexual nature. Sexual harassment can take the following forms;;

- Sexual conduct or suggestive comments that interfere with another person's work performance or create an intimidating, hostile, or offensive work environment.
- Personnel decisions (e.g., promotions, raises, scheduling) made by a supervisor based on the employee's submission to or rejection of sexual advances.
- Submission to a sexual advance used as a condition of keeping or getting a job, whether expressed in explicit or implicit terms.

Unwelcome actions, such as the following, are inappropriate and, depending on the circumstances, may in and of themselves meet the definition of sexual harassment or contribute to a hostile work environment:

- Sexual pranks, or repeated sexual teasing, jokes, or innuendo, in person or via email;
- Verbal abuse of a sexual nature;

- Touching or grabbing of a sexual nature;
- Repeatedly standing too close to or brushing up against a person;
- Repeatedly asking a person to socialize during off-duty hours when the person has said no or has indicated he/she is not interested (supervisors in particular should be careful not to pressure their employees to socialize);
- Giving gifts or leaving objects that are sexually suggestive;
- Repeatedly making sexually suggestive gestures;
- Making or posting sexually demeaning or offensive pictures,, cartoons, or other materials in the workplace;
- Off-duty, unwelcome conduct of a sexual nature that affects the work environment.
- A victim of sexual harassment can be a man or a woman. The victim can be of the same sex as the harasser. The harasser can be a supervisor, co-worker, other ADL employee, or a non-employee who has a business relationship with the employee.

Such behavior is unacceptable in the workplace itself and in other work-related settings such as business trips and Library-sponsored activities.

EMPLOYMENT

Volunteers who are interested in paid employment with the Library should apply once a position has been posted and advertised. Volunteers will compete with all other applicants responding to notices for available positions.

DISCIPLINARY PROCEDURES

Volunteers are expected to meet the same standards of conduct required of library staff. Because unsatisfactory volunteers are an unfair burden upon fellow volunteers and library employees, those who fail to meet the requirement of the job descriptions or violate library policies are subject to dismissal. See *Standards of Conduct*.

LEAVING THE VOLUNTEER PROGRAM

To end a volunteer commitment, please notify your supervisor or the Library Director of that decision and the effective date.

RIGHT TO REJECT/TERMINATE VOLUNTEER

The library reserves the right to limit the use of volunteers, adjust the hours of any volunteer, or to reject or terminate the services of a volunteer as it, at its sole discretion, deems fit, in order to

best achieve its mission. Examples where volunteer services may be rejected or terminated include, but are not limited to; unsatisfactory background check; misconduct or insubordination; theft of property (either library property or other); misuse of library equipment or materials; mistreatment of patrons/other volunteers/library staff; failure to abide by library policies and procedures; failure to meet standards of performance relating to the essential functions of the volunteer position; and/or failure to satisfactorily perform assigned duties. No employment relationship or contractual right is created by these guidelines.

CONFLICT OF INTEREST

A volunteer acting in an official capacity shall not take any action that would result in the volunteer's financial benefit. Volunteers cannot ask for or receive, directly or indirectly, any money or gifts from library patrons, either for themselves or any member of their households or for the library or library programming. Volunteers may not promote a business to volunteers, patrons, or staff during a volunteer shift.

MEDIA

While working in their volunteer capacity, volunteers are not to have contact with the media or its representatives with regard to library issues without first obtaining the approval of the Library Director. The media is defined as, but not limited to; people and sources related to television, radio, newspapers, magazines, social networking and new media/internet services.

Acknowledgement

The policies described in the Volunteer Handbook are not conditions of employment and are provided to me solely for the purpose of information. I understand that the contents of the Volunteer Handbook should not be construed to constitute a contract between the Library and myself or for the providing of any benefits. I agree to conform to the rules and regulations of the Library. I understand that the Library reserves the right to alter, amend, modify, change, or terminate any of the rules and policies described in the Volunteer Handbook at any time it chooses with or without notice to me.

In consideration of my volunteering, I agree to conform to the rules and policies of the library and agree that I my service with Albion District Library can be terminated with or without cause and with or without notice at any time by either party. I understand that no supervisor or representative of the Library, other than the Director, has the authority to enter into any agreement contrary to the foregoing.

Name

Date