

## 5. Volunteer Policies

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## Policy 5-1. Value and Purpose

*Adopted 2/21/2019*

Josephine Community Library District (JCLD) values volunteerism as community engagement. The volunteers are the most valuable resource of JCLD. The volunteers support the day-to-day service to JCLD patrons at all four branches. Without the volunteers' outstanding commitment and dedication, libraries in our community would not be open. The volunteers share their knowledge, expertise, enthusiasm, energy, and ideas throughout the library for the benefit of all.

A volunteer in the library system is an individual who receives no direct compensation for services. Volunteers and staff are expected to work together in a manner that is respectful, patient, and appreciative of volunteers, with staff offering guidance, assistance, and support when and where appropriate. Volunteers are held to similar standards of conduct and procedure as employees.

Personnel compensated as employees of JCLD may not volunteer to do work they would otherwise be paid to accomplish.

The volunteer manager directs, develops, and administers the JCLD volunteer program by recruiting, selecting, interviewing, training, and placing volunteers. The volunteer manager also organizes volunteer activities and provides for appropriate volunteer recognition and appreciation acknowledging the benefit volunteers provide to the libraries and the communities they serve

## Policy 5-2. Equal Employment Opportunity

*Adopted 1/25/2018*

JCLD is committed to a policy of equality for all volunteer applicants. Volunteer decisions will comply with all applicable employment laws prohibiting discrimination as they apply to sex, race, color, sexual orientation, religion, national origin, ancestry, pregnancy, age, marital status, disability, and genetic information.

## Policy 5-3. Volunteer Selection

*Adopted 1/25/2018*

Volunteers are selected based on their qualifications in relation to the needs of the library at any given time. Volunteers must go through JCLD's procedure for approval and placement, as follows:

- Prospective volunteers complete a volunteer application and a background check form.
- JCLD runs a criminal background check in compliance with the Fair Credit Reporting Act.
  - Any person convicted of a crime against or otherwise involving a minor at any time in the past will not be approved to be a volunteer.
  - Most felony convictions will result in a negative determination. **Evidence of multiple convictions, either felony or misdemeanor, are likely to also result in a negative determination.** Where a conviction is remote in time or where the applicant's conduct since the conviction(s) indicates rehabilitation or lack of risk to the program, some leeway may be provided, but only with the concurrence of the branch manager and library director.
  - Persons convicted of the following will be disqualified from any volunteer position:
    - A crime of violence or other serious crime against a person within the prior 10 years.
    - A theft-related crime, embezzlement, or fraud within the prior 10 years.
    - A crime against or otherwise involving a minor at any time in the past.
    - A sex offense at any time in the past.
  - Registered sex offenders will be disqualified.
- After the background check is satisfactorily completed, the volunteer manager conducts an interview with the prospective volunteer to determine the best placement and schedule.

All volunteer information will be kept confidential and protected for the minimum amount of time required by law and then responsibly disposed of. Sensitive information may be re-requested for periodic background check updates.

Upon acceptable completion of a criminal background check and interview, the new volunteer will be given a handbook including policies, procedures, and confidentiality and partnership agreements.

## Policy 5-4. Volunteer Positions and Time Commitment

*Adopted 1/25/2018*

### A. Categories of Volunteers

1. Adult Volunteers—18 years of age or older. The adult volunteers may work in any of the areas of the libraries.
2. VolunTEENS—13 to 17 years of age. The VolunTEENS are supervised by an adult and work on activities and special projects as directed by the adult supervisor. Because of privacy laws, persons under 18 years of age cannot use or have access to the staff computers containing confidential patron information.

### B. Volunteer Positions

Volunteers work in all areas of the library including:

- Circulation Desk
- Information Desk
- Book cataloging and processing
- Children's Department
- Shelving and shelf reading
- Homebound book delivery
- Book mending
- Maintenance and housekeeping
- Events coordination
- Scrapbooking/historian
- Display designing
- Clerical support
- Finance
- Web design
- Fundraising
- Grant writing
- Communications and publicity
- Speakers bureau/outreach
- Friends of the Library

Volunteers will not be expected to do anything staff would not do.

**C. Volunteer Time Commitment**

For most volunteer positions there are no minimum service hours required, however, the Circulation Desk and Information Desk require at least a 2.5-hour shift one day each week.

## Policy 5-5. Attendance and Recording Hours

*Adopted 1/25/2018*

Volunteers are expected to fulfill the commitment agreed upon with the library. Volunteers not able to cover their shift for any reason are expected to notify the volunteer manager or branch manager as soon as possible by telephone or email.

Volunteers who are sick or unable to volunteer due to a planned vacation are asked to advise the volunteer manager as early as possible to allow sufficient time to find a replacement volunteer.

Accurate records of time and attendance are a necessity for all volunteers. Volunteers are asked to report their total time on the appropriate time sheet for their position. The log of volunteer hours is used for various purposes such as reporting volunteer statistics to the Oregon State Library and applying for grants.

## Policy 5-6. Training

*Adopted 1/25/2018*

All volunteers are required to attend volunteer orientation. Prior to shift assignment, each volunteer will receive specific training for their assigned position, either from staff or fellow volunteers. Examples include shelving training, circulation training, Polaris training, and so on. Communication (comm) logs, volunteer meetings, and ongoing education seminars and workshops may be utilized to keep volunteers current on changes within the position. Training requirements are determined by the supervising staff.



## Policy 5-7. Volunteer Standards of Conduct and Termination

*Adopted 1/25/2018*

Volunteers are asked to treat all patrons, staff, and fellow volunteers with respect. This maintains an effective and positive space for all. Volunteers must also adhere to the same standards of conduct as JCLD employees. A volunteer who fails to meet certain obligations is an unfair burden upon fellow volunteers. JCLD reserves the right to terminate the services of a volunteer for reasons that include, but are not limited to:

- Being under the influence of, using, possessing, selling, or being involved with illegal drugs or alcohol on library property.
- Release of confidential information or patron records except in accord with the adopted policies.
- Theft or unauthorized removal of property from JCLD, staff, fellow volunteers, or patrons.
- Fighting, badgering, yelling, or similar conduct while on the premises, or during any time of official action on behalf of JCLD.
- Bringing to any JCLD location any dangerous or unauthorized materials including explosives or firearms.
- Endangering the safety of other volunteers, employees, or patrons.
- Engaging in discriminatory or racist incidents.
- Any purposeful conduct that may be determined to be harassment of any kind, including sexual.
- Failure to adhere to policies outlined in the volunteer handbook.
- Engaging in any criminal activity occurring away from library property that violates JCLD standards of conduct.

## Policy 5-8. Dress Code

*Adopted 1/25/2018*

JCLD strives to provide a professional and welcoming environment in the library system. Staff and volunteers are expected to wear clothing that is neat in appearance and consistent with a professional atmosphere, keeping in mind the impression it has on patrons, visitors, and other employees as well as the need to promote organization and employee safety. Good individual judgment is the best guideline, but management retains the right to decide what dress is appropriate. Please abide by the following:

- Staff and volunteers on duty must wear their name badge.
- Clothing should be free of excessive holes, stains, and wrinkles.
- Clothing or buttons that reflect personal political views or references to sex, alcohol, or drugs are prohibited.
- Visible tattoos that may be deemed offensive to the general public must be concealed.
- No strong perfumes, colognes, or other odors are permitted.

The library provides staff and volunteers with at least one library branded shirt annually.

## Policy 5-9. Cell Phones, Computers and Electronic Devices

*Adopted 1/25/2018*

Cell phone calls should not occur in the library during open hours. Volunteers may make personal calls either outside the library or in the volunteer lounge.

Usage of library computers during scheduled volunteer hours for personal business is strongly discouraged.

## Policy 5-10. Conflicts

*Adopted 1/25/2018*

JCLD treats all volunteers fairly, objectively, and consistently. If a volunteer has a grievance with a staff person, another volunteer, or library patron, the volunteer should discuss the issue with the volunteer manager, or if necessary, the branch manager or library director. The volunteer manager is responsible for handling problems regarding volunteer conduct or complaints, ensuring that volunteers' views are heard, noted, and acted upon promptly.

## Policy 5-11. Patron Confidentiality

*Adopted 1/25/2018*

Volunteers are responsible for maintaining the confidentiality of all library information. This includes any information about what materials a patron looks at, requests, donates, or checks out, as well as reference questions asked by library users. Failure to maintain confidentiality will result in immediate termination of the volunteer.

## Policy 5-12. Giving and Receiving Patron Gifts

*Adopted 1/25/2018*

The gift or acceptance of gifts with patrons is not to exceed \$20 in value. In addition, volunteers are not permitted to pay for a patron's fines, fees, or charges.

## Policy 5-13. Resignation

*Adopted 1/25/2018*

When a volunteer has decided to end his or her volunteer experience with the library, the branch manager must be notified. Whenever possible, the volunteer manager will conduct an exit interview to measure volunteer's satisfaction with training, management, volunteer culture, and appreciation.

The library may, upon request, provide letters of reference for the volunteer, if deemed appropriate.

## Policy 5-14. General Safety Responsibilities

*Adopted 1/25/2018*

JCLD makes every effort to provide a safe environment for patrons, volunteers, and staff. Volunteers are responsible for helping to prevent and eliminate conditions that could be harmful to themselves or others. Volunteers shall:

- Work carefully and comply with all safety policies.
- Report unsafe conditions to staff.
- Report all accidents to staff, no matter how minor.
- Alert staff immediately if there is an emergency. If the building needs to be evacuated, volunteers must move quickly and calmly to the nearest exit.



## Policy 5-15. Workers' Compensation Coverage

*Adopted 1/25/2018*

All approved and active volunteers will be covered by JCLD's workers' compensation insurance coverage for volunteer hours spent for the library.

## Policy 5-16. Harassment

Adopted 4/15/2020

JCLD takes all forms of discrimination and harassment against its volunteers seriously. This includes sexual assault and discrimination on the basis of race, color, religion, sex, sexual orientation, national origin, marital status, age, uniformed service, or disability by any volunteer or employee of JCLD. In accordance with Oregon law, the following information is provided to volunteers to report any prohibited conduct while in service for the library.

- Prohibited conduct should be reported to the volunteer manager as soon as possible. The volunteer manager will seek library director and board counsel in how to address and mitigate the reported behavior.
- The report may be made to the branch manager in the case that the volunteer manager is not an available option.
- JCLD will not require or coerce a volunteer to enter into a nondisclosure or non-disparagement agreement. These are legally binding contracts in which a volunteer would promise to treat harassment or discrimination information as a secret and not disclose to others without proper authorization. Volunteers may choose to enter into one of these agreements, at which time they have seven days to reverse their decision.
- Volunteers are asked to work with the volunteer manager or public services manager to document any incidents involving sexual assault or discrimination on the basis of race, color, religion, sex, sexual orientation, national origin, marital status, age, uniformed service, or disability.

## Policy 5-17. Acceptable Use Policy

*Adopted 4/15/2020*

Only service desk and cataloging volunteers have access to networked computers. These volunteers are asked to take advantage of the public computers available at each branch for any personal use. Usage of networked library computers for activities which require logging into a personal account is strongly discouraged. This helps to keep the library network safe from unintentionally downloaded viruses and spyware.