

Library Volunteers Code of Conduct

The library's staff and volunteers are committed to providing a safe and pleasant atmosphere for all members of the public. In order to insure the library provides the best service possible, both staff and volunteers are asked to review and comply with the following guidelines.

- Just like regular library staff, volunteers represent the library to our community. Visitors to the library must always be treated with prompt and courteous attention. Remember your behavior and attitude is a reflection of the library image.
- All patron information is considered confidential (addresses, phone numbers, books checked out, etc.) and protected by state law. Please remember not to share or discuss this information with anyone except with library personnel.
- Volunteers need to keep in confidence any information regarding library business or library personnel issues that arise in the course of their duties unless disclosure is required by law. If volunteers have a problem that could interfere with their commitment or ability to perform their duties adequately, they should immediately discuss the matter with their supervisor.
- It's important to distinguish between personal convictions and library duties and not allow personal beliefs to interfere with your library duties. Avoid conversations with patrons concerning the following topics: politics, religion, medical or legal advice.
- Don't criticize staff or other volunteers or the task to which you have been assigned. Any suggestion, comments or complaints needs to be directed to the appropriate library staff member.
- Conduction of non-library business such as canvassing, collection of funds, pledges, circulation of petitions, etc., or any other similar activity is strictly prohibited unless it has been approved by the volunteer's supervisor.
- Be willing to participate in any training required by the library and accept the guidance and direction of your volunteer supervisor.
- Volunteers are expected to adhere to a pre-agreed work schedule, report on time and to take responsibility for finding and scheduling a replacement.

VOLUNTEER REQUIREMENTS & CONDUCT

VOLUNTEERS UNDER THE AGE OF 18

Young people ages 11 – 17 may apply to volunteer for the Library in positions for which they are qualified. They must have written parental permission.

JOB ORIENTATION AND TRAINING

The Volunteer Coordinator will provide the following orientation:

Receive a tour of the building •

Be introduced to library staff •

Review the volunteer policy •

Review job duties and expectations •

Confirm work dates, times, and projected duration of your participation •

Supply a name tag and review sign-in and sign-out procedures •

Provide safety orientation •

Review location of parking, restrooms, water fountains, soda machines, first aid kits, and places for storing personal items •

Review policy for making personal phone calls or conducting personal business during volunteer hours •

APPEARANCE

Volunteers need to present a positive image to the public. It is expected that volunteers dress and grooming will be appropriate for a business environment and in keeping with the work assignment.

NAME TAGS

Name tags must be worn at all times while volunteering in the library.

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, therefore, that volunteers maintain a professional,

friendly demeanor at all times. All patron questions other than directional are to be referred to a staff member who is trained to provide informational services for patrons.

CONFIDENTIALITY/PRIVACY

Volunteers are not allowed to sit at public desks or use staff computers. 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 looked at, asked for, requested or checked out, as well as reference questions asked by library users. Michigan Public Act 455 of 1982, the Library Privacy Act (MCL 397.601 – 397.606) stipulates that public library circulation and registration records are confidential.

PERSONAL DATA

Volunteers are responsible for updating personal data, such as change of address, contact telephone number, etc., with the Volunteer Coordinator. Information, including emergency contact information, must be provided to the Human Resource Department.

TELEPHONE AND EQUIPMENT USE

The library is a place of business. 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. Ask a staff member if you need to make a telephone call. Long distance calls are not allowed. Library owned equipment, including copy machines, fax machines, computers, puppets, supplies, and other materials are for Library use only and may not be used for personal business. No equipment or material is to be removed from Library without a written request submitted and approved by the Volunteer Coordinator.

HEALTH AND SAFETY

Safety is everyone's job. Please notify your supervisor of any injury, whether minor or serious. Notify your supervisor if any assignment is causing you physical discomfort or could lead to personal injury.

DRUG FREE WORKPLACE

Use of alcohol or illegal drugs in the workplace is prohibited, as is the abuse of any drug or alcohol or reporting to work under the influence of drugs or alcohol. The Library is a smoke-free building. Smoking, by persons 18 years and older, is permitted on the patio outside the staff lounge.

HARASSMENT

All volunteers, as well as all library staff, are strictly prohibited from harassing or making improper advances toward another person. This includes unreasonably interfering with a persons work or creating an intimidating, hostile, or offensive environment. Any behavior such as outlined, must be reported to the Human Resources Department.

RECOGNITION

Volunteers are recognized during the year at a special recognition party.

EMPLOYMENT

Volunteers who are interested in paid employment with the Library should apply and compete with all other applicants.

PERFORMANCE REVIEW

The supervisor will meet with the volunteer regularly to review the job performance. Evaluations may be formal or informal and may be written or verbal.

DISCIPLINARY PROCEDURES

Volunteers, in their capacity as unpaid staff, are expected to meet the same standards of professionalism required of library staff. Because an unsatisfactory volunteer is an unfair burden upon fellow volunteers and library employees, those who fail to meet the requirements of the job descriptions or violate library policies are subject to dismissal.