Board Approved: \_\_\_4/23/19\_\_\_

Reviewed: \_\_\_\_4/23/19\_\_\_

Revised: \_\_\_\_4/2019\_\_\_\_

**Ionia Community Library**

**Volunteer Services Policy**

In order to achieve the vision and mission of the Ionia Community Library, we view the active participation of citizens, of a variety of ages, as a valuable resource to the library. After fulfilling library procedures, the library accepts and encourages the involvement of volunteers at the library under the supervision of the library director and library staff and within appropriate programs and activities. Volunteers shall be extended the right to be given meaningful assignments, the right to be treated as an equal, the right to effective and professional supervision, the right to involvement and participation and the right to recognition of competent completion of assigned tasks.

Ionia Community Library volunteers enhance the Library; and thus, the community. Volunteers perform a wide variety of tasks under the supervision of the Ionia Community Library Director and staff that are important to the institution. The following policy is designed to promote a maximum degree of excellence for patrons of the Ionia Community Library.

The Library Director will carry out on-going recruitment, placement, orientation, supervision and recognition of volunteers.

A volunteer is one who performs services of his or her own free will; who contributes time, energy and talents directly for the Ionia Community Library and is not paid by the Library or the City of Ionia funds. Volunteers are not covered by city insurance or Workman’s Compensation.

**Types of Volunteers**

1. Adult (18 years or older)
2. Teen (13-17 years)
3. Youth (9-12 years with parent/guardian permission)
4. Community Service Workers upon approval by Director
5. Library Board Members

**Some Tasks that May be Performed by Volunteers**

1. Shelf Reading
2. Shelving Materials
3. Assisting staff with programs and projects
4. Light cleaning assignments
5. Clerical work as assigned
6. Processing and/or repair of materials
7. Provide computer assistance to patrons

Most task assignments will depend on the interest and age of the volunteer. Youth volunteer assignments are handled on a case by case basis.

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**Guidelines for Volunteers**

* 1. Volunteers will be required to attend training sessions when needed.
  2. Special accommodations will be made upon request.
  3. Should a volunteer have grievance with a staff member, another volunteer or a library patron, every attempt will be made to handle the situation through the Library Director.
  4. The Ionia Community Library reserves the right to terminate the services of the volunteer.
  5. Volunteers may not be used to establish and maintain new library services or hours.
  6. Volunteers will not be used to replace or reduce the number of paid staff.
  7. Volunteers should expect to fulfill a commitment mutually agreed upon with the library.
  8. Volunteers are responsible for maintaining the confidentiality of ALL library information. Failure to maintain confidentiality will result in immediate termination of the volunteer.
  9. The library will, upon request, provide letters of reference for the volunteer, if deemed appropriate.
  10. The minimum age requirement for an adult volunteer is 18 and a youth volunteer is 9 with parental permission.
  11. Procedures and requirements for the volunteer may vary depending on the age of the volunteer.
  12. Written parental permission will be needed to permit volunteering by a youth volunteer; that being a person under the age of 18 and over the age of 9.
  13. Volunteers will not be expected to perform any task that staff would not do.
  14. Discriminatory, sexual harassment or racist attitudes and actions will not be tolerated.
  15. Volunteers are prohibited from being under the influence of alcohol and/or using, possessing, selling or otherwise being involved with illegal substances.

**Types of Warnings**

1. Verbal
2. Written
3. Dismissal

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