

## **SUPERVISION**

Each volunteer will be assigned an on-site supervisor and is expected to follow the procedures established by that staff member. The supervisor is responsible for day- to-day management and guidance of work and is available for consultation and assistance. A well-defined job description will be given to each volunteer outlining the tasks assigned. The supervisor will provide training on new skills needed to perform assigned tasks. The supervisor will discuss the procedures for obtaining, using, and caring for library supplies and equipment. Any questions, concerns or problems should be reported to the supervisor.

Volunteers are expected to perform their assigned duties to the best of their abilities and to be loyal to the mission, values, goals and policies of the library. All volunteers should keep their supervisor informed of their projects and work status, and of their comings and goings in the library.

Volunteers who are family members of library staff may not be placed under the direct supervision of their family member.

## **ATTENDANCE**

The Library values the contributions of volunteers and depends on volunteers to be present at scheduled times. Volunteers who know they will be absent or late should notify their supervisor or the administration office before their shift begins, or as early in the day as possible.

## **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. Volunteers shall be guided by the staff Personnel Policy Manual and associated guidelines.

## **NAME TAGS**

A volunteer's name tag 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, including emergency contact information with their supervisor.

## **TELEPHONE AND EQUIPMENT USE**

The Library is a place of business. Personal telephone calls and cell phone 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. 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 the Library.

## **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 outside the entrances. Please step 10 feet away from the door for the comfort of our patrons.

## **HARASSMENT**

All volunteers, employees, supervisors, and members of management, both male and female, are strictly prohibited from sexually harassing or making improper advances towards other volunteers, guests, employees, supervisors, or members of management. Sexual harassment includes unwelcome or unsolicited verbal, physical, or sexual conduct that is made a term of condition of service or employment, is used as the basis of employment or advancement decision, or has the purpose or effect of unreasonably interfering with work or creating an intimidating, hostile, or offensive environment. Any such behavior must be reported to the Administration Office.

## **EMPLOYMENT**

Volunteers who are interested in paid employment with the Library should apply and compete with all other applicants. The job application is available at [www.branchdistrictlibrary.org](http://www.branchdistrictlibrary.org)

## **DISCIPLINARY PROCEDURES**

Volunteers, in their capacity as unpaid staff, are expected to meet the same standards of professionalism required of Library staff. Volunteers who fail to meet the requirements of the job descriptions, violate library policies, or violate city, local, state or federal law while working at the library are subject to dismissal.

Furthermore, volunteers serve at will and agree that the library may at any time, for whatever reason,

decide to terminate the volunteer's relationship with the library, or to make changes in the nature of their volunteer assignment.

### **LEAVING THE VOLUNTEER PROGRAM**

Library volunteers should notify their supervisor as soon as possible if they are planning to resign from their position.

### **COMMUNITY SERVICE**

Potential volunteers who are required to complete non court-ordered community service must abide by all volunteer policies.

Court-ordered community service may only take place at the library for those who have not committed a violent crime or any crime against children.