



## KENAI COMMUNITY LIBRARY VOLUNTEER POLICY & PROCEDURES

Volunteering for the Kenai Community Library can be a rewarding and exciting experience. Volunteer time, energy and goodwill are invaluable assets to the Library because volunteerism enhances the Library's ability to fulfill its mission by providing opportunities for direct public participation in library services. Volunteerism also strengthens and deepens the Library's relationships throughout the community. Volunteer opportunities offer citizens a way to contribute to the community, fulfill personal goals, achieve a sense of satisfaction, and learn more about the Library.

We support the effective utilization of volunteer time and talent as a way to:

- Assist staff, as needed, in critical daily tasks
- Add services of value to new and existing programs
- Promote public awareness of library services
- Increase involvement and support of the Library by the public
- Promote civic engagement by employees of local corporations.

The purpose of this document is to clearly communicate the role and expectations of library volunteers and the library procedure for accepting, selecting, training and supervising volunteers.

### **Definition of a volunteer**

For this policy, a library volunteer is defined as an individual who assists with volunteer activities at, or on behalf of, the Library without promise, expectation or receipt of compensation for services rendered. Volunteers are not eligible to receive benefits afforded City Employees.

Nothing in this policy or in the volunteer's service to the Library shall create a contract or employment relationship between the volunteer and the Library. Both the volunteer and the Library have the right to end the volunteer's association with the Library at any time.

### **Library Responsibilities**

To encourage volunteerism and to ensure a positive experience at the Library, the Library will:

- Provide a staff person designated to administer the volunteer program
- Ensure that all volunteers serve in positions that reflect their skills and interests while meeting the needs of the Library
- Provide orientation and training to prepare the volunteers to perform their duties
- Provide volunteer supervision in accordance with sound supervisory practices and library policies
- Maintain accurate volunteer demographic data, including hours worked

## **Volunteer Responsibilities**

- Upon the direction of the Director or their designee, volunteers have the opportunity to assist the staff with various tasks throughout the Library.
- All volunteers are considered to represent the Library while involved in Library activities, particularly when dealing with the general public.
- All volunteers will still be required to conform to all the rules and regulations of the Library paid staff.
- Volunteers are required to sign in at the beginning of each shift and sign out at the end of each shift

## **Recruitment and Application Process**

- Individuals interested in volunteering at the Library must fill out an application. Volunteers shall be recruited without regard to any individual's age, race, creed, color, national origin, religion, marital status, sexual orientation, gender, physical appearance, socioeconomic level, education level or any other legally protected characteristics.
- Volunteers are selected based on their qualifications in relation to the needs of the Library. Volunteers are placed in positions best suited to their skills, interests and availability. The Library is not able to guarantee a position for each prospective volunteer and has the right to decline any application without cause. Applications are kept on file for 6 months. If, after 6 months, the applicant has not been contacted, a new application may be submitted.
- Volunteer placement is based on the following:
  - Needs of the Library at any given time
  - Qualifications of volunteer applicants
  - Volunteer's ability to commit to a consistent schedule of hours
  - Availability of staff time to supervise volunteers
- A background check, and where applicable, reference checking may be required before a candidate can begin an assignment.
- Volunteers under the age of 18 must have parental approval and cannot work more than 4 hours per day. Generally, the Library will not accept volunteers under the age of 14.

## **Volunteer Tasks**

- Programming support and assistance
- Cleaning and maintenance (e.g., dusting shelves, cleaning toys, etc.)
- Circulation support (e.g., putting carts in order, shifting collections, shelving and shelf-reading)
- Collection maintenance support (e.g., material repair)
- Special projects support



## **Volunteer Work Assignments, Training, and Supervision**

- Volunteers will not be scheduled until they have completed a library orientation and training and have reviewed all relevant library policies and procedures.
- A Library volunteer will be scheduled for assignments by a designated library staff member.
- A pattern of absences may be cause for a volunteer to be excused from assignment.

## **Restrictions**

- **Volunteers will not be used to replace the work done by paid library staff.**
- The Library will not accept court-ordered volunteers.
- Volunteers will not receive training in the Library's circulation system nor will they be allowed access to confidential patron information.
- Volunteers will not be allowed access to non-public areas when not volunteering.
- Volunteers may not:
  - Perform activities that could reveal confidential patron information.
  - Use the Integrated Library System (ILS).

## **Confidentiality of Patron Records**

We have an obligation to our patrons to maintain their confidentiality and respect their privacy. As volunteers work with staff members, they may be exposed to information of a confidential nature. Such information is not to be shared with anyone else including family, friends or acquaintances. No one is permitted to remove or make copies of any records, reports or documents from the Library.

