

Volunteer Policy

Approved: 02/19/2010

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The Troy-Miami County Public Library Volunteer Program is designed to expand and enhance public service to the community. Volunteers generally provide support services to paid staff or work on special projects.

Volunteers are expected to act in accordance with all library policies and to reflect positive customer service attitudes to all library patrons.

Selection of Volunteers

Volunteers are selected based on their qualifications in relation to the needs of the library at any given time, and based on their ability to commit to a consistent schedule of volunteer hours. Selection of volunteers is the responsibility of the Volunteer Coordinator in conjunction with the person who will be supervising the volunteer.

If there are no suitable volunteer opportunities at the time of application, forms will be kept on file for a period of one year. Applicants will be called if a project is identified which matches their interests or qualifications.

Guidelines

Volunteers shall conduct themselves in a professional manner, are expected to adhere to all library policies and procedures, and must accept the guidance and decisions of the paid staff. Volunteers provide services "at-will." This means the library or the volunteer can terminate their services at any time.

Volunteers must maintain confidentiality of all proprietary or privileged information whether this information involves an individual staff member, volunteer, patron, or involves library business.

Volunteers will not be compensated by wages, benefits or any other means. Volunteers may have their photograph taken as part of library promotions. Individuals are asked to wear a name badge that identifies them as a volunteer while they are volunteering at the library.

Background checks may be requested at any time. The library will cover the cost of the background check.

Volunteers must stay within the bounds of their given responsibilities. Volunteers (except specially trained reference volunteers) are expected to refer all requests for information to the library staff, other than purely directional questions (e.g. "where is the bathroom?"; "where is the children's room," etc.)

Volunteers must be reliable in their commitment and to notify the library in advance if they are unable to work their regularly scheduled time slot. In turn, volunteers will be notified immediately on any given day when the library opens late or closes early for any reason.

Volunteers must keep an accurate record of the hours they work each week for use by Administration.

Volunteer Grouping

Organizations may wish to provide volunteers to the library. If requested, one application can be completed for the entire group. If so, the organization assumes all liability for individual group members during the time of service and all organization members agree to abide by the TMCPPL Volunteer Policy.

Community Service

Persons who seek volunteer assignments at the Troy-Miami County Public Library to meet a requirement set by an outside agency for the performance of community service shall be subject to the above selection process and all other provisions of this policy.

TMCPL Volunteer Service Application/Agreement

The mission of the Troy-Miami County Public Library is to maintain and improve the quality of life for all citizens of the community by providing resources that enrich, empower, educate, and entertain residents.

If you are interested in becoming a volunteer, please submit a completed application to dbradford@tmcpl.org.

First Name: _____ Last Name: _____ Date: _____

Street Address: _____

City: _____ State: _____ Zip: _____

Home/Mobile Phone: _____ OR Email: _____

Emergency Contact Name: _____ Telephone: _____

Briefly describe any work/volunteer experience: _____

When are you available? (Please include times and days)

Would you be available for: (check all that apply)

____ Short term projects ____ Long term projects (working on a weekly basis) ____ On-call as needed

Preferred Volunteer Activities: _____

Would Rather Not Do: _____

Library service areas that are most interesting to you (check all that apply):

____ Building & Grounds (e.g. gardening, picking up litter)

____ Youth Services (e.g. pre-program craft preparation, summer reading program helper, reading buddy, homework help)

____ Organization (e.g. shelving materials, "reading"/straightening shelves)

____ Friends of the Library (your contact information will be shared with the Friends)

I certify that all statements made in this application are true and correct to the best of my knowledge and ability, and I agree and understand that any false statements may result in my dismissal from the program.

Signature: _____ Date: _____

Parent/Guardian (if under 18): I grant permission for the above minor to participate as a volunteer.

Parent/Guardian Signature (required): _____ Date: _____

Administrative Use:

____ Application Signed by Volunteer

____ Interview Completed

____ Application Signed by Parent/Guardian

____ Volunteer tag issued

Volunteer: **Not Placed** **Separated**

Date: _____ Reason: _____