

BETTENDORF PUBLIC LIBRARY INFORMATION CENTER VOLUNTEER SERVICES PROGRAM POLICY

I. Purpose and Intent

The purpose of the Volunteer Services Program is to provide local residents with fulfilling opportunities to: use their skills in public service to their community; supplement the efforts of paid library staff in meeting demands for quality library service; further the Mission of the Library; further the relationship between the Library and the community it serves. Volunteer workers do not substitute for paid staff, but assist with programs or projects that supplement or complement staff duties.

The Library's Volunteer Coordinator, under the oversight of library management, will carry out on-going recruitment, placement, orientation, supervision, and recognition of volunteers.

II. Definitions

Volunteer- Individual, or group, providing regular assistance to the Bettendorf Public Library Information Center without compensation.

Special Project Volunteers- Individuals, or groups, intermittently volunteering for short-term library service projects or temporary educational assignments, such as student community service activities, student intern projects, corporate volunteer programs, or other referral programs, as approved by the Library Director, or their designee.

Volunteers must enroll in the program, fill out all applications, complete orientation processes, and follow program guidelines as defined by this policy, as approved by the Library Director, or their designee.

III. Volunteer Service Program Guidelines

A. Application & Eligibility Requirements

1. All applicants must complete the Library's *Volunteer Application Form* and sign the *Volunteer Contract*.
2. Applicants are required to sign a *Release of Information* form, authorizing the City of Bettendorf to conduct a criminal background check. The applicant's social security number is required.
3. Applicants must be 14 yrs. or older to apply. Applicants less than 16 yrs of age must submit written permission from a parent or legal guardian

BETTENDORF PUBLIC LIBRARY INFORMATION CENTER VOLUNTEER SERVICES PROGRAM POLICY

with application. Note: City policy prohibits library staff from volunteering within their own department.

4. There will be no monetary remuneration or benefits for any volunteer. Volunteers are not covered by city insurance, including Workman's Compensation.

B. Placement & Training Guidelines

1. Relatives of library staff may not serve within the same library division as their family member.
2. Volunteers are placed in positions best suited to their skills, interests and availability, as determined by library management. Selection is based on qualifications of applicants and the needs of the library.
3. After an introductory period, the Volunteer Coordinator will review the suitability of the assignment(s) with the volunteer & division manager(s). Changes will be made as necessary.
4. The Library will provide orientation, training, supervision, and recognition to the volunteer.

C. Reporting & Performance Guidelines

Unless otherwise specified, volunteers report to the Library's Volunteer Coordinator. The Volunteer Coordinator may arrange for volunteers to report to various staff-members of other library divisions, especially if the assigned activity requires additional coordination or supervision.

Please note: When the Volunteer Coordinator is not present, volunteers may be required to report to other senior staff, such as: *Head of Adult & Information Services*, library division managers, senior librarian-on-duty, etc.

1. Volunteers will comply with all library policies, including the Library's *Confidentiality Policy*.
2. Volunteers will provide the Volunteer Coordinator with advanced notice of absence, leave or tardiness, prior to their assigned shift.
3. Volunteers will wear a Volunteer badge identifying them as such, at all times while volunteering, and return badge to designated staff at the end of their shift.

**BETTENDORF PUBLIC LIBRARY INFORMATION CENTER
VOLUNTEER SERVICES PROGRAM POLICY**

4. Volunteers shall be courteous, demonstrate good teamwork, show respect for fellow volunteers, patrons & employees, in keeping with the City of Bettendorf's Core Beliefs, and the Mission & Values of the Bettendorf Public Library Information Center.

D. Release from Program

Volunteers may be released from the program due to lack of service need, poor performance, conduct, or for violations of policy or Federal, State or local laws.

Grounds for dismissal may include, but are not limited to:

- Negligent or unsatisfactory work performance.
- Disruptive attitude or abusive language.
- Conduct resulting in injury to others, hazardous conditions, or damage to property.
- Routine non-compliance with library policies, procedures or practices.
- Unreported or excessive absences.
- Repeated tardiness or low availability.
- Use or possession of alcohol or illegal drugs, substances, or intoxicants while in service.

Approved by the Board of Trustees
January, 2002
Revised August, 2006
Revised February, 2015