



VOLUNTEER POLICY

POLICY STATEMENT:

The Rock Island Public Library encourages volunteerism in its libraries and at outreach programs to complement, not replace, work done by paid staff. Volunteerism at Rock Island Public Library will serve as a method for encouraging citizens to become familiar with their library and the services being offered.

PROCEDURES:

Those interested in volunteering for the library will fill out the “Volunteer Application & Waiver of Liability” form. These can be printed off from any public service desk, or from the Business Office.

Completed applications can be returned to the Business Office, and will be considered at the next scheduled managers’ meeting if a specific task/department is not requested.

Library Administration will review the application and route it to the appropriate library department director.

Library Administration will contact all applicants to discuss possible volunteer opportunities, and schedule the volunteer if a volunteer opportunity is available.

All applications will be kept on file in the Business Office.

REGULATIONS:

All volunteers are required to fill out a Volunteer Application form. Applicants will be approved to become volunteers at the discretion of the Library Director or their designee based on an applicant’s qualifications in relation to the needs of the library at any given time.

Volunteers will follow all library policies and procedures.

Volunteers will be provided with a Rock Island Public Library Volunteer CORPS Handbook.

Confidential information is not to be shared with anyone else including family, friends, or acquaintances.

Volunteers may not remove or make copies of any records, reports or any other confidential documents from the Library.

Volunteers are expected to conduct themselves as if employed by the Library and must adhere to the policies and practices established regarding work schedule, attendance, conduct, performance, safety procedures, proper attire, etc.

GUIDELINES:

The library reserves the right to decline the services of any volunteer working on library property.

If the library does not have projects that match a volunteer's interests at the time of application, the applicant will be notified and the application will be kept on file for one (1) year.

The library may not accept every volunteer application.

Volunteers under consideration may be subject to a criminal records search and background check.

BOARD APPROVED:

5/20/2014

REVISED & APPROVED: 10/21/2014

REVISED & APPROVED: 11/15/2016

VOLUNTEER PREFERENCES

PLEASE CHECK ALL AREAS OF VOLUNTEER INTEREST:

- Cleaning / Straightening Book Stacks
- Farmer's Market
- Book Store
- Fundraising
- Special Events

DAYS/HOURS AVAILABLE (check and circle all applicable days/times):

- | | | | | |
|-------------------------------------|----|-----------|----|-----|
| <input type="checkbox"/> Mondays | AM | AFTERNOON | PM | ANY |
| <input type="checkbox"/> Tuesdays | AM | AFTERNOON | PM | ANY |
| <input type="checkbox"/> Wednesdays | AM | AFTERNOON | PM | ANY |
| <input type="checkbox"/> Thursdays | AM | AFTERNOON | PM | ANY |
| <input type="checkbox"/> Fridays | AM | AFTERNOON | PM | ANY |
| <input type="checkbox"/> Saturdays | AM | AFTERNOON | | ANY |

WHERE WOULD YOU LIKE TO VOLUNTEER?

- Main Library
- 30/31 Branch
- Southwest Branch
- No Preference

PLEASE LIST ANY SPECIAL NEEDS:

ANY OTHER COMMENTS:

THANK YOU FOR YOUR SERVICE. WE WILL BE IN CONTACT WITH YOU SHORTLY.

BOARD APPROVED: 5/20/2014

REV: 10/21/2014



Rock Island Public Library RIPL Volunteer CORPS Handbook

Thank You for Your Interest in Volunteering!

We know you have many options to serve our community.

*We appreciate your interest in donating your time and energy to the
Rock Island Public Library, and helping us serve the public.*

Welcome to the Rock Island Public Library!

The Rock Island Public Library (RIPL) welcomes your interest in volunteering with our Library! The generous gifts of time, energy, and skills from each of our volunteers are deeply appreciated.

Public libraries serve a unique function in the community, and volunteering to serve at your library can offer many personal rewards including expanding your knowledge, making a meaningful contribution to the community, meeting new people, learning first-hand about the Library's offerings (services, programs, policies), and having a better understanding of the important role the Library plays in the community.

RIPL volunteer opportunities assist the Library in carrying out its mission to serve the public with a collection of community centers, outreach efforts, and online opportunities that provide resources to enhance personal achievement and stimulate the imagination. We recruit volunteers when needed to assist with special tasks, projects, bookstore operations, and events.

This handbook provides information about policies, procedures, and expectations pertaining to volunteer work at RIPL. We ask all prospective volunteers familiarize themselves with the information in this handbook. If you have questions or need specific guidance, contact the Business Office at 309.732.7305.

About the Library

The Rock Island Public Library currently includes three locations: (1) Main, located at 401 19th Street; (2) 30/31 Branch, 3059 30th Street; (3) Southwest Branch, 9010 Ridgewood Rd.

The volunteer program is administered by the Business Office, which is located on 2nd Floor of the Main location. Screening activities for new volunteers are typically conducted at this location.

What are the Qualifications to Volunteer?

All volunteers must meet the following requirements:

1. Volunteers must be at least 16 years of age.
2. Volunteers must be able to meet the time commitments required.
3. Volunteers must have the skills and physical ability to perform the work involved in the assignment.
4. Volunteers may be required to pass a background check before beginning volunteer work.

Volunteer Service

The work of every volunteer is valued equally. All volunteers are treated with dignity and respect.

A volunteer is someone who performs tasks or services of their own free will, without expectation or receipt of wages, benefits, or compensation of any kind. This opportunity is not an agreement of employment. Volunteers are not eligible to receive any compensation or employee benefits while in volunteer service. Furthermore, special tasks are designed so as not to conflict with the Library's union organized environment. Volunteer opportunities may be available at different times, in different departments of the Library. Some needs might be ongoing, while others might be short-term or seasonal.

Schedule – Because the Library is open six days a week, there is particular interest in volunteers who can offer flexibility in the hours they are available.

Physical Demands – Volunteers should be aware of the physically demanding nature of most library activities. These typically include repetitive hand motions, lifting items consistently of 20lbs and up to 50lbs; there is a significant amount of standing, walking, carrying, bending, stooping, and twisting motions. Before applying for a volunteer assignment, please review these demands to ensure your safety and comfort with a volunteer task.

Becoming a Volunteer

A limited number of volunteer assignments are available at a given time. As a result, not everyone who applies can be selected for an assignment.

Volunteer information is posted on the *Volunteer for your Library* page of our website <http://rockislandlibrary.org/How-Do-I/Volunteer-for-the-Library.aspx>. The quickest way to learn of new volunteer opportunities is to visit the site which includes the volunteer policy, application, and waiver of liability forms.

How to Apply - Persons should complete the ***Volunteer Application and Waiver of Liability*** packet. This can be downloaded from the website, or picked up at any of our service desks. Submit or mail completed forms to our Main location. Each application should reflect an area of volunteer interest. Applications are valid for a one-year period. A new application may be requested annually.

Selection Process - Applicants are selected based on their qualifications in relation to the Library's needs and the volunteers' ability to commit to the hours required. Applicants may undergo various checks when applicable to the task. The Library reserves the right to decline the services of any volunteer working on Library property.

A criminal records search and background check may be required of all potential volunteers to promote a safe work environment. The Library recognizes the sensitivity of information contained within background reports and will maintain confidentiality of information.

The Library reserves the right, at any time or for any reason, to make changes in the nature of a volunteer assignment, to reassign a volunteer to a different project or special task, or to terminate the volunteer relationship.

Minors – Volunteers must be at least 16 years of age. All volunteers under the age of 18 must have the ***Volunteer Application and Waiver of Liability*** form signed by parent or guardian. A library volunteer may not be a paid employee of the Library.

Training and Evaluation

New volunteers will receive an orientation to the Library, as well as training in the duties of their assignment. Ongoing training and guidance will be provided to volunteers. Volunteers are encouraged to ask any questions they may have about tasks, policies, procedures, or other information to help them effectively perform their volunteer assignment.

A volunteer has the right to be assigned appropriate tasks according to ability, skill, interests, availability, and training.

The Library recognizes volunteers want to do a good job and can benefit from feedback about their work. Although there is no formal evaluation process for volunteer workers, they may receive feedback and additional information through periodic meetings and informal discussions.

Work Schedules

Each volunteer position may involve a specific type of work schedule. An applicant's ability to work the required hours is a major factor in choosing the individual for the assignment. Once a volunteer commits to a schedule, the Library plans their workload accordingly and depends on the volunteer to fulfill their commitment. As a matter of courtesy, volunteers should contact the Library Business Office if they are unable to work their assigned time slot, or if they will be late or need to leave early.

The Library appreciates the hours of service donated and asks that each volunteer sign in for each shift and accurately record the hours they work. A Volunteer Sign-in/Timesheet log will be provided for this purpose.

Volunteer Expectations

RIPL counts on volunteers to perform their voluntary service in an appropriate manner. It is not possible to describe expectations for every situation that may occur; however, here are some examples of specific expectations of all volunteers:

1. Follow all Library policies, procedures, regulations, and guidelines.
2. Respect the privacy and confidentiality of all information related to public use of the Library.
3. Refrain from expressing personal, social, political, or religious views to the public in the course of volunteer work.
4. During scheduled volunteer time, give full attention to tasks and minimize socializing and personal business, and work safely.
5. Arrive on time and give prompt notice of any change in availability. Demonstrate dependability and reliability, follow instructions, and work cooperatively with Library staff.

The Library places a high value on volunteer service. We incorporate a ***Volunteer Policy*** and ***Application and Waiver of Liability*** form which outlines the Library's stance on volunteers. Each applicant is required to have read, complete, and sign the ***Volunteer Policy*** and ***Application and Waiver of Liability*** form before assignment.

Attire

Volunteers are expected to follow the Library's business casual and task associated dress code. A volunteer badge will be issued to each volunteer and must be worn at all times while the volunteer is working. Badges may not be worn outside the Library, and must be returned when a volunteer leaves after their shift and/or terminates service.

Confidentiality

The confidentiality of library records is stipulated in Illinois law – it is very important in a public library, particularly relating to patron information. All records relating to patrons and borrowing history are confidential. If a volunteer is not sure whether certain information is considered confidential, the volunteer should assume that it is and clarification can be obtained from a supervisor or administration.

Facilities

Volunteers are welcome to use staff restrooms and break room facilities. The Library does not have secure locations to store personal or valuable items, and cannot be responsible for any lost or stolen personal items. Volunteers should park in areas of the lot that are typically designated for staff parking.

Safety and Emergency Situations

The Library cares about the health and safety of volunteers. Please help us keep you safe by making safety a part of their daily concern and follow common-sense practices. Volunteers should be alert at all times to potential safety hazards, and immediately report any unsafe conditions or actions. Volunteers should follow safe procedures when performing tasks and notify a supervisor or administration of any problems or concerns. All workplace injuries and accidents must be reported immediately to a supervisor or administration. Volunteers should become familiar with emergency and adverse weather plans in assigned work areas.

Volunteers working at the Library are covered only by general liability insurance. The Library does not provide any medical, health, accident, or workers' compensation coverage for injuries sustained while functioning as a volunteer. The volunteer is to rely on personal and auto insurance resources.

Termination of Volunteer Service

The volunteer relationship may be ended at any time, for any reason, by either the volunteer or the Library. Volunteers selected for assignment to a special project may end the volunteer assignment when that project is completed or terminated. If a volunteer is unable to adequately perform the duties assigned, the volunteer will be released from service.

The Library will address problems in the performance or behavior of volunteers. Minor issues in behavior/performance may be addressed verbally or in writing. More serious problems will result in release from volunteer service which include (but are not limited to) items contained within this document under volunteer expectations. If a volunteer feels a task is not within physical abilities, please notify the Business Office.

Although it is not possible to list all forms of behavior or conduct considered unacceptable in the workplace, the Library has established a *Behavior Policy* which lists examples that may result in the limitation or termination of the volunteer relationship.

The volunteer acknowledges that they have entered into a relationship with the Library voluntarily and that there is no specific length of volunteering.

Upon release from volunteer service, volunteers are required to return badges and any other Library property. After release, access to the Library is limited to public areas only.

Summary

This handbook was developed to outline general guidelines and procedures for volunteers and is subject to change at any time. Any questions about the Volunteer CORPs program can be directed to the Business Office at 309.732.7305.

Thank You for Your Interest in Volunteering!