

VOLUNTEER POLICY

The Nicholas P. Sims Library welcomes and encourages members of the community to volunteer their time and talents to enrich and expand library services. Their energy and talents help the Library meet its commitment to providing quality service to the public. Volunteers enhance, rather than replace, adequate staffing. Volunteer services aid the Library in making the best use of its fiscal resources and help connect the Library to other community groups and organizations. The Library and its volunteers must work together to ensure a successful relationship. Library staff will continually work to recognize the contributions of Library volunteers and seek to expand the Library volunteer group as needed.

Nicholas P. Sims Library volunteers are coordinated by the Assistant Director, or designee, and must be at least 14 years of age. Parents/guardians of junior volunteers (under 18 years of age) must sign a consent form for their children to perform volunteer service hours at the Library. Each volunteer must complete the "Library Volunteer Application" which will be kept on file in the Library. Forms are available at the circulation desk, children's desk, and on the Library website.

Volunteers are expected to conform to all policies of Nicholas P. Sims Library and the rules contained in all Library policies and guidelines, especially those that relate to patron privacy and confidentiality, and they are selected and retained for as long as the library needs their services. The Nicholas P. Sims Library has the right to terminate a volunteer's working association with the Library at any time, for any reason. Volunteers working in the Library are covered by the Nicholas P. Sims Library's Property and Liability Insurance Policy.

Volunteers may be used for special events, projects, and activities, or on a regular basis to assist staff. Services provided by volunteers will supplement, but not replace, regular services, and volunteers will not be used in places of hiring full- or part-time staff.

Volunteers may apply for paid positions under the same conditions as other outside applicants. In accordance with labor laws and the policies of Library Board of Trustees paid staff may not volunteer their services to the library except with permission from the library director. Staff may volunteer in other departments of city government outside the library.

Library volunteers are recognized by the public as representatives of the Library and will be guided by the same work and behavior policies as employees. Library volunteers will be familiar with the Library's "Volunteer Guidelines" document.

Volunteers are asked to record their hours of service in the "Volunteer Log Book", located at the Children's Desk. These records are kept for state reporting purposes according to the Texas State Library and Archives Commission and Accreditation standards.

The Library does not accept volunteers requiring court ordered community service.

VOLUNTEERS UNDER EIGHTEEN (18)

Junior volunteers under the age of 18 required to perform service for specific programs are accepted on a short-term basis. Parents/guardians of junior volunteers must sign a consent form for their children to perform volunteer service hours at the Library.

VOLUNTEERING OFFSITE

Volunteers are encouraged to join library staff members at offsite programs such as Storytime in the park, events with the city such as at Railyard Park, or with the bookmobile. However, Sims Library staff will not provide transportation of any kind to non-staff members. Those wishing to volunteer at offsite events must provide their own transportation to and from the event.

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2017, 2023, 2024, 2025

Approved by the Library Board of Trustees

VOLUNTEER PROGRAM

PURPOSE:

Nicholas P. Sims Library shall use the services of volunteers to supplement efforts of paid library staff in meeting demands for quality public service. Volunteers aid the library in making the best use of its fiscal resources. Volunteers are liaisons to the community and by their contribution are advocates for quality library service. The library and its volunteers work together to meet the goals and mission of the library.

Volunteers must follow library policies and procedures. Volunteers are expected to maintain a positive attitude and offer friendly customer service to all patrons.

The goal of the volunteer program is to assist staff with shelving and special projects, not to replace the work done by library staff.

DEFINITION OF A VOLUNTEER:

A volunteer shall be considered as any individual, fourteen (14) years of age or older, who contributes services (time, energy and talents) to the services of the Nicholas P. Sims Library.

DRESS CODE:

Volunteers must dress in a professional manner.

HOW TO BECOME A VOLUNTEER:

- 1) Complete volunteer application
- 2) Volunteer Coordinator will review the application and forward to the Director
- 3) Volunteers are selected on the basis of need and qualifications
- 4) The Director may perform a background check yearly
- 5) Applicants will then be selected and called for an interview
- 6) Applications not selected will be filed for six months
- 7) Volunteers under the age of eighteen (18) must have the application signed by their parents or legal guardian
- 8) Acceptance of an application is at the library's discretion

SUPERVISION:

Teen volunteers will work in the Children and Teen Departments. Adults will work in all departments and/or off-site facility. The Volunteer Coordinator will guide the volunteer through the orientation process and complete the orientation form.

Any problems or issues may be directed to the Department Supervisor, Volunteer Coordinator or the Director.

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.

JOB ORIENTATION AND TRAINING:

Before beginning a volunteer assignment, the supervisor in charge will be responsible for the following:

- Take the volunteer on a tour of the building
- Introduce volunteer to library staff
- Review library and volunteer policies
- Review job duties and expectations
- Confirm work dates, times, and anticipated duration of the assignment
- Supply volunteer with a name tag and review sign-in and sign-out procedures
- Provide training on any new skills needed to perform assigned tasks
- Discuss procedures for obtaining, using, and caring for needed supplies
- Provide safety orientation
- Review locations of parking, restrooms, water fountains, first aid kits, and places for personal items, such as purses/coats, etc.

VOLUNTEER OPPORTUNITIES

Tasks that may be performed by volunteers are listed below; however, not all opportunities are available at all times.

- Shelf books and other materials
- Dust books and shelves
- Shelf read
- Clean materials
- Help with programs and projects
- Process new materials
- Clerical tasks

THE FRIENDS OF THE LIBRARY

The Friends of the Library is a volunteer organization established as a 501 (c) (3). A Board of Directors sets their policies and oversees their operations and expenditures. The Board or its designee is responsible for their volunteers. If a problem arises with one of their volunteers violating this policy, the Library Director will take the issue to the Friends' Board for action.

GUIDELINES FOR VOLUNTEERS

- 1) Volunteers work hours at the library when supervisors are readily available. The number of volunteers accepted is based on the amount of work and supervisory time available.
- 2) Volunteers should notify their supervisor or the Volunteer Coordinator as soon as possible if they know they will be late or absent.
- 3) Volunteers must sign in and sign out of the volunteer notebook.
- 4) Volunteers should always wear their name badges while working in the library.
- 5) Volunteers are ambassadors for the library and need to present a positive image to the public. It is expected that each volunteer's dress and grooming will be appropriate for a business environment and in keeping with his or her work assignment. If a volunteer is dressed in an inappropriate manner, they may not be able to work their shift.
- 6) Volunteers should maintain a professional, friendly demeanor at all times and are asked to direct all questions to a staff member. Staff members are trained to deal with questions about the library's collection, services, policies, and procedures.
- 7) Volunteers are responsible for updating personal data, such as change of address or telephone number, etc., with the Volunteer Coordinator.
- 8) Volunteers who are family members of library staff may not be placed under the direct supervision of their family member.
- 9) Volunteers will be familiar with and agree to abide by the library's Confidentiality Agreement, as well as all other library rules and policies.
- 10) Volunteers 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.
- 11) Library-owned equipment and supplies are for library use only and may not be used for personal business.
- 12) Volunteers are asked to be alert at all times to safety hazards and to report unsafe acts or conditions to their supervisor. Volunteers should also notify their supervisors of any assignment which causes physical discomfort or which could lead to personal injury. All injuries, whether minor or serious, must be reported directly to your supervisor or the Volunteer Coordinator.
- 13) 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.
- 14) To end a volunteer commitment, please notify your supervisor or the Volunteer Coordinator of that decision and the effective date.
- 15) Use of alcohol or illegal drugs in the workplace is prohibited, as is reporting for duty under the influence of drugs or alcohol.

- 16) 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, patrons, employees, supervisors, or members of management. Sexual harassment includes unwelcome or unsolicited verbal, physical, or sexual conduct that is made a term or condition of service or employment, is used as the basis for employment or advancement decision, or has the purpose or effect of unreasonably interfering with work or creating an intimidating, hostile, or offensive environment. Any sexual harassment needs to be reported immediately to the volunteer's supervisor or the Volunteer Coordinator.
- 17) The supervisor may meet with the volunteer regularly to review job performance. Evaluations may be formal or informal and may be written or verbal.

Volunteer Signature: _____ Date: _____

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Approved by the Library Board of Trustees

VOLUNTEER GUIDELINES

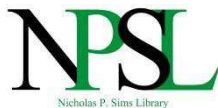
The following projects and tasks may be completed by volunteers:

- Covering and processing library materials
- Genealogy Assistance*
- Organizing Vertical Files for cataloging
- Other duties as assigned by Library staff
- Preparing new materials for use
- Program preparation and execution
- Removing barcodes from deleted materials as directed
- Shelf Reading
- Shelving
- Shifting books as directed

*Preferably, this would be an experienced Genealogist willing to schedule a specific time block each week in the department. She/he would be available to assist patrons beyond the knowledge of the attending staff member in Genealogy matters and allowed to work on personal research when no help is needed.

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Approved by the Library Board of Trustees



NICHOLAS P. SIMS LIBRARY VOLUNTEER REGISTRATION FORM

(SIMS LIBRARY DOES NOT ACCEPT COURT APPOINTED COMMUNITY SERVICE HOURS FOR VOLUNTEERING)

(Please Print)

Name _____
Last First Middle

Address _____
Number and Street City Zip Code

Phone Numbers _____
Home Cell

E-mail Address _____

Date of Birth ____/____/____ Gender ____M____F

If you are a student, what school are you attending? _____

College Major (if applicable) _____

VOLUNTEER TIMES:

Number of hours you are available each week. _____

Time of day you are _____Morning _____Afternoon
available:

Days of the week you are available ____Tues.____Wed.____Thu.____Fri____Sat____

Any Additional Information: _____

Please check all areas where you would like to help:

- ____Children's activities
- ____Teen Club
- ____Preparing books for circulation
- ____Shelving books
- ____Book sale
- ____Other: (Please Specify if Possible) _____

Would you like to be on a list of those who can be called when a need arises? ____yes____no.

Please list any physical limitations which would affect your activity.

Emergency Contact _____
Name Phone number

Have you ever been arrested or convicted of any criminal offense, (excluding minor traffic violations for which the fine was \$200.00 or less)? ____yes____no. If your answer is yes, please explain _____

Do you consent to the release of any criminal record you may have? ____yes____no

Signature _____ Date _____

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Approved by the Library Board of Trustees

CONFIDENTIALITY AGREEMENT
LIBRARY VOLUNTEERS

I, _____ agree to abide by all Nicholas P. Sims Library policies including the Confidentiality of Patron Records policy which states:

“The Library is committed to ensuring that circulation records and other records identifying the names of Library patrons or the nature of materials requested/borrowed remain confidential.

Such records will not be made available outside the library except (1) to the library cardholder in question, or, in case of a minor, to the parent or legal guardian of the minor, or (2) pursuant to court order, or subpoena as may be authorized under the authority of, and pursuant to, federal, state or local law relating to civil, criminal or administrative discovery procedures or legislative investigatory power.

The issuance or enforcement of any such process, order, or subpoena will be resisted until such time as proper showing of good cause has been made in a court of competent jurisdiction, or Board permission has been granted.”

Signed: _____ Date: _____

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Approved by the Library Board of Trustees

VOLUNTEER ORIENTATION

Name: _____

Department: _____

Supervisor: _____

Start Date: _____

Volunteers are expected to remain professional when assisting co-workers and patrons. Teens may volunteer in the Teen or Children's areas only. Adults may volunteer in the Circulation, Reference or Processing areas. Other projects may be assigned as needed. All volunteers are expected to follow all library rules. All volunteers are subject to a background check before the start date and yearly upon the discretion of the Library Director.

| Item | Yes | No | Date | Staff Initials |
|---|-----|----|------|----------------|
| Attended Volunteer Orientation Day | | | | |
| Background check performed | | | | |
| Library Tour Conducted | | | | |
| Dress Code Reviewed: - No sandals/flip flops - No shorts - No low cut tops | | | | |
| No food/drinks | | | | |
| Patron confidentiality discussed & form signed | | | | |
| Volunteers must remain in departments they are volunteering in | | | | |
| Volunteers may not be in any staff work area unless instructed to do so. | | | | |
| Volunteers may not be behind the circulation check out points | | | | |
| Shelving test given and volunteers must pass | | | | |
| Volunteers will leave books turned down after shelving | | | | |

Completion Date

Volunteer Signature

Sign-off Date

Supervisor Signature

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