

LVDL POLICY MANUAL

Section II: Service Policies

TITLE: Volunteer Policy

DATE ADOPTED: February 13, 2006

Purpose and Intent:

Lake Villa District Library (LVDL) welcomes Volunteers and values the time and work they donate. Volunteers add enthusiasm, energy and a fresh perspective to the Library. LVDL could not function as smoothly as it does without the help of our capable Volunteers. Volunteers do not substitute for paid staff but assist with projects or programs that supplement or complement staff duties.

Volunteer Opportunities:

Specific Volunteer assignments are available. These opportunities include, but are not limited to:

- Computer Coach:** Teach computer skills to patrons on a one to one basis.
- General Office:** Help with the myriad tasks that help LVDL run smoothly.
- Special Events:** Lend a hand during the many special programs at LVDL.
- Community Events:** Annual Fun Run in April; Civil War Days and many more
- Homebound Delivery:** Deliver Library materials to homebound patrons.

Guidelines:

1. Volunteers must complete a Volunteer Application Form and be interviewed by the Volunteer Coordinator.
2. The minimum age for Volunteers is 13. Volunteers under 18 must have a parent's or guardian's signature on the application form.
3. Volunteers are placed in positions best suited to their skills, interests and availability. LVDL will select applicants based on qualifications and the needs of the Library. If there are no suitable Volunteer opportunities, application forms will be kept on file for a period of one year.
4. Volunteers are expected to act in accordance with all Library and Volunteer policies as outlined in the Volunteer Manual and to reflect positive customer service attitudes to all Library patrons.
5. Volunteers over age 16 who deliver Library materials to homebound patrons or who work with children will be required to submit to a Police background check, as well as provide character references.
6. Volunteers will wear a Volunteer name tag while on duty. This allows you to be identified by Library Staff, gain entrance to Staff areas, and helps patrons distinguish between Volunteers and Staff members.

LVDL POLICY MANUAL

Section II: Service Policies

7. If a Volunteer has not reported to work for a period of 30 days without notifying the Volunteer Coordinator, they are considered to be terminated as a Volunteer.

Record Keeping:

Volunteers are asked to keep an accurate record of the hours they work. Because Volunteer experience is often valued on employment or scholarship applications, the Volunteer Coordinator will maintain a record of service hours, along with a brief written evaluation.

Recognition:

Recognition is an important component of a Volunteer program, and one way of saying thank you to all our Volunteers. All Library Volunteers who have worked at least twenty hours from January to December of the preceding calendar year will be recognized during National Volunteer Week.

Work Standards:

Volunteers are expected to complete their work in line with Library standards. Every effort will be made to adequately train the Volunteer for the task to which they are assigned. At times, it may be necessary to reassign a Volunteer to a different position. If no appropriate position can be found, the Volunteer experience will be concluded.

Dress Code:

Volunteers' personal appearance contributes to a favorable image for the Library. Volunteers are expected to dress neatly and modestly. Jeans and knee length shorts are allowed; however, hats, mini skirts, bare midriffs, halter tops, tube tops, and other revealing or inappropriate apparel are not allowed.

Personal Conduct:

The Library is a public institution. Volunteers are asked to speak quietly and to be courteous and considerate of Staff, other Volunteers and patrons. If patrons ask a Volunteer for assistance, Volunteers should direct them to the Reference Desk.

Long-Term Volunteers:

Benefits for Long-Term Volunteers will include:

1. Library fines waived: After an adult Volunteer has performed 24 hours of service, any LVDL library fines that accrue after that date will be waived. This will apply to fines on the Adult Volunteer's card only, not to other family members. This benefit applies to late materials only, not lost or damaged items. Materials are expected to be returned on time, however. This waived fines privilege terminates when the Volunteer's service ends.

LVDL POLICY MANUAL

Section II: Service Policies

2. Use of Staff Lounge. The Staff Lounge is available while the Volunteer is on duty. Soft drinks and snacks are available to purchase. Coffee and tea are available free of charge.
3. Volunteer Locker: A locker is provided for personal belongings. Lockers may be shared with other Volunteers.
4. Purchase discounted materials: After an adult Volunteer has performed 24 hours of service, they are eligible to purchase books and other materials through LVDL for personal use at a discount. Sales tax will still be charged. This privilege will terminate when the Volunteer's service ends. If a Volunteer has not reported to work for a period of 30 days without notifying the Volunteer Coordinator, they are considered to be terminated as a Volunteer.

Community Service Volunteers:

LVDL accepts only teens (ages 13-18) as community service (court ordered) Volunteers. LVDL retains the right to refuse a Volunteer seeking to meet a court ordered community service requirement. Duties of these Volunteers will include shelf cleaning, book washing and outside cleanup of litter. Other general tasks such as photocopying etc. may be assigned as needed.