

Policy 313.0
REDFORD TOWNSHIP DISTRICT LIBRARY
Subject: Volunteer Policy
Approved: 9/19/11
Reviewed:
Revised:

To provide a maximum level of service to the community, the Library has established a volunteer program. Volunteers support the efforts of paid staff, and assist with special, unusual or supplemental tasks that further the Library's mission.

Regulations

- All persons wishing to volunteer must complete a RTDL Volunteer Application.
- Volunteers must possess a library card in good standing.
- Volunteers must be at least thirteen (13) years of age. Written permission to serve from a parent or legal guardian is required for all volunteers under the age of eighteen (18).
- Volunteers serve without compensation or benefits.
- Applicants will be approved to become volunteers at the discretion of the Library. Court-ordered community service volunteers will be considered based on the Library's needs and the nature of the volunteer's offense.
- If the Library does not have immediate openings that match a volunteer's interests, the volunteer's application will be kept on file for one (1) year.
- A background check shall be completed prior to an applicant's volunteer service.
- Volunteers are recognized by the public as representatives of the Library and shall be guided by the same work and behavior codes as library employees. This includes, but is not limited to:
 - Dress and grooming appropriate for a business environment and the tasks assigned.
 - Name tags worn at all times while volunteering in the Library.
 - Following sign-in and sign-out procedures, and reporting to a supervisor upon arrival.
 - Volunteers must notify the Volunteer Coordinator or their staff supervisor as soon as possible if they know they will be absent or late for a scheduled shift.
 - Courteous and proper interaction with library patrons. All patron questions other than directional (Where are the restrooms? Where are the computers? etc.) should be directed to a library staff member.
 - Volunteers are not allowed to sit at public service desks or use staff computers unless specifically assigned to do so by the Volunteer Coordinator or a staff supervisor.
 - Personal telephone calls are prohibited except in the case of an emergency. These must be kept brief and not made at a public service desk. Long distance calls are not allowed.

- Library-owned equipment, including copy machines, fax machines, computers, supplies and other materials are for Library use only and may not be used for personal business.
- Use of alcohol or illegal drugs in the workplace is prohibited, as is reporting to work under the influence of drugs or alcohol. The Library is a smoke-free building.
- All transactions between library patrons, staff and/or volunteers are completely confidential. This includes any information about materials a patron has looked at, asked for, requested, or checked out, as well as questions asked by library patrons.
- Volunteers may participate in a regular evaluation process in a formal or informal manner, written or verbal. Volunteers serve at will and may be discharged with or without cause or notice by the Library Director or Volunteer Coordinator at any time.
- At the conclusion of service with the Library, volunteers may be asked to participate in an exit interview. Volunteer files will be retained for two (2) years.
- Unique volunteer partnerships may be made at the discretion of the Library Director or Volunteer Coordinator.