



Osceola Public Library

Volunteer Policy and Procedures

Library volunteers play an important role as partners in the Library's mission of connecting people to the world of ideas and information.

The Volunteer program enhances library service by supplementing, not replacing, library staff with volunteers. Volunteers raise the visibility of the Library in the community by helping to create an awareness and understanding of the Library and its services.

Volunteer assistance helps to provide support to create new and expand the current services of the library.

Eligibility:

Everyone in the community is encouraged to apply for the Volunteer Program at the Osceola Public Library. We host a great group of volunteers annually throughout our organization; however, sometimes a volunteer simply does not match available opportunities.

Standards

Similar to paid employees, volunteers may be dismissed for any number of reasons, including undependability, prolonged absenteeism, inability to perform assigned tasks, and assuming duties not assigned by the supervising staff.

Supervision

Volunteers will work in the areas they are assigned. For example, Adult volunteers will work directly with library staff upstairs and teen/children volunteers will work directly with the Children's Librarian. Those assisting with the technology will report to the Technology Librarian. Volunteers will, however, work with the Library Director to plan their volunteer schedules for their respective areas. Volunteers are always encouraged when the library has special programming.



Osceola Public Library

Volunteer Policy and Procedures

Expectations of Volunteers

- **Reliability:** after committing to a particular time and assignment, it is important to follow through. Contact should be made ahead of time, when feasible, to let the staff know if it is not possible to come to work on a specified day.
- **Confidentiality:** Volunteers will not be allowed to use the circulation system in any capacity other than as the public is allowed. As means of protecting privacy, volunteers will not be allowed behind the circulation desk. Depending on the assignment, if a volunteer finds him/herself in a position to observe peoples' reading choices, or other personal information, these observations **must not be shared with anyone** outside the Library. At all times, the staff and volunteers are required to respect the right to privacy of patrons and employees.
- **Pleasant demeanor and positive attitude:** Volunteers and staff working with the public will be pleasant and courteous at all times. Pride should be taken in the work each person is doing, sharing ideas and concerns with the Library staff or Director, and speaking positively about the Library at every opportunity. Volunteers are part of a larger team of people including: the Library Board, staff and City Council. All these individuals care for the welfare of the Public Library and act as ambassadors for the entire Osceola community.
- **Dress code:** Volunteers are expected to dress neatly, be clean and presentable, and shall not wear tank tops, short shorts or any clothing with messages that may be construed as obscene or profane. The volunteer is held to the same standards of dress as the employees.
- **Time Restrictions:** For volunteers ages 11 through 13 (or younger), the amount of volunteer time will be restricted to no more than two hours per week.



Osceola Public Library

Volunteer Policy and Procedures

- **Handling difficult situations:** If a volunteer should observe problematic behavior by patrons, they are not to intervene. Please notify a member of the Library staff to address the behavior.

Volunteer injuries:

The library doesn't assume the responsibility of any injury that a volunteer may sustain. The library tries to ensure that volunteer tasks are always safe. If there is a task a volunteer feels uncomfortable doing, it is their responsibility to let the staff know.