

# Bedford Public Library

## Volunteer Policy

### **Purpose and Intent:**

The Volunteer Program of the Bedford Public Library creates opportunities for individuals to feel personal satisfaction while performing a valuable service for the community. The Program serves as a method for encouraging area residents to become familiar with their library and the services being offered and supplements the efforts of paid library staff.

### **Definition:**

A volunteer is a person who performs tasks for the Bedford Public Library without wages, benefits, or expectation of compensation of any kind. Volunteers do not replace paid staff but enhance and extend their services and are not considered employees of the Library.

### **Policy Statement 1: Selection of volunteers is based on the needs of the library at any given time, the qualifications, skills and interests of applicants and the volunteer's ability to commit to a consistent and ongoing schedule of hours.**

- 1.1 All volunteers must submit an application to volunteer at the Library.
- 1.2 The minimum age requirement for adult volunteers is 18 years old. For teen volunteers, the minimum age is 12 years old.
- 1.3 Volunteers are not considered employees of the City of Bedford.
- 1.4 Neither the City of Bedford nor the Bedford Public Library will provide any medical, health or accident benefits for any volunteer. Volunteers are eligible to receive worker's compensation benefits for any injuries sustained while performing as a volunteer.
- 1.5 Volunteers will provide their own transportation. Volunteers must be covered by their own vehicle insurance where their voluntary activity involves the use of a vehicle and are liable for their own parking tickets and/or fines related to driving offenses. Volunteers are advised to inform their own insurance company of their volunteer driving activity to ensure adequate insurance protection.
- 1.6 The screening process for adult volunteers at Bedford Public Library include: application form, interview, background check, drug screening, confidentiality and code of ethics agreements, orientation, training, supervision and follow-up.
- 1.7 Prior to being assigned to a volunteer position, all volunteers will be interviewed to ascertain their suitability for, interest in, and ability to undertake the position. In placing a volunteer in a position, attention shall be paid to the interests and capabilities of the volunteer, and to the requirements of the volunteer position.
- 1.8 The Library reserves the right to show due diligence in determining the appropriateness of an assignment for any volunteer. A volunteer may request to be re-evaluated after a three month period.
- 1.9 Volunteers are considered to be officially accepted and enrolled by the Library upon successful completion of the above screening process and when an acceptance or appointment to a volunteer position has been given.

- 1.10 If there are no suitable volunteer opportunities, application forms will be kept on file for a period of one year. Applicants will be called if a project is identified which matches their interests and qualifications.
- 1.11 Library staff cannot volunteer at the Library.
- 1.12 Volunteers who are family members of current paid library staff may not be placed under direct supervision of their family member.
- 1.13 Volunteers will be recruited based on their suitability to perform a task on behalf of the Library. Every effort will be made to match volunteer ability to the opportunity available.
- 1.14 Volunteers are expected to volunteer for a minimum of three months, one or two hours a week.
- 1.15 The library cannot guarantee a position for each potential volunteer. The Library reserves the right to reject volunteer applications and to discontinue volunteer opportunities at any time at the discretion of the Volunteer Coordinator and Library Director.
- 1.16 Opportunities for volunteer placements are identified by Library staff and Library Director. The Library accepts the service of any volunteer with the understanding that such service does not constitute an obstruction to or conflict with the provision of services to patrons or others.
- 1.17 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.
- 1.18 In the event of an opening for a paid position within the Library, volunteers who apply for the position shall be treated and evaluated on the same basis as all other external applicants.
- 1.19 Volunteers who are absent from duties for a year will be required to repeat the volunteer application process.

**Policy Statement 2: All volunteers will receive an orientation to the organization and will be provided with necessary training for satisfactory volunteer performance.**

- 2.1 Hours of volunteer service will be determined by the supervisory staff member in discussion with the volunteer.
- 2.2 Volunteer assignments will be made for specific time periods to enable the staff to plan their work and to allocate time for the training and supervision of volunteers.
- 2.3 Volunteers are expected to arrive at the library in time to begin work as scheduled or call the library in advance if they will be absent.
- 2.4 All volunteer work must be completed within normal library hours. Exceptions may be made by the Library Director.
- 2.5 Each volunteer will have a specific paid staff member to whom he or she reports who will be responsible for day-to-day consultation, support and direction. Any staff member may offer guidance.

- 2.6 Volunteers will be recognized throughout the year for their contributions to City of Bedford and the Library.

**Policy Statement 3: As representatives of the City of Bedford and Library, volunteers are responsible for presenting a good image to the community.**

- 3.1 Volunteers must act in accordance with Library policies and reflect positive customer service attitudes to all Library patrons.
- 3.2 Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information which they may be exposed to while serving as a volunteer, whether this information involves single members of staff, volunteers, patrons, or other persons, or involves the overall business of the Library.
- 3.3 Volunteers are required to sign a confidentiality statement as a condition of participation in the volunteer program. Failure to maintain confidentiality may result in immediate termination of the volunteer, and/or other corrective action.
- 3.4 Volunteers shall dress appropriately for the conditions and performance of their duties and in compliance with the City of Bedford's Dress Code, which will be provided to the volunteer at orientation.
- 3.5 Volunteers shall wear their volunteer identification badge while engaged in Library business.
- 3.6 Volunteers should seek prior consultation and approval from appropriate staff prior to any action or statement that might affect or obligate Bedford Public Library or the City of Bedford. These actions may include, but are not limited to, public statements to the press, coalition or lobbying efforts with other organizations or any agreements involving contractual or other financial obligations.
- 3.7 While on Bedford Public Library property and/or while performing volunteer activities, volunteers are prohibited from: a) being under the influence of, using, possessing, selling or being otherwise involved with illegal drugs; b) abusing alcohol or c) abusive use of controlled substances.
- 3.8 Volunteers are prohibited from carrying a handgun in the Library whether they have a CHL permit or not.
- 3.9 Volunteers who are licensed to carry a handgun from having the weapon in a locked personal vehicle in the employer's parking lot ([\*Texas Labor Code §52.061\*](#)).
- 3.10 Volunteers who do not adhere to the policies and procedures of the Library or who fail to satisfactorily meet the expectations of their volunteer assignments are subject to dismissal.
- 3.11 While performing volunteer assignments, grounds for immediate dismissal may include but are not limited to gross misconduct or insubordination; bringing a handgun into the Library; being under the influence of alcohol or drugs; theft of property or misuse of Library funds, equipment or materials; lies or falsification of records; illegal, violent or unsafe acts; abuse or mistreatment of Library patrons, Library staff, or fellow volunteers; failure to abide by Library policy or procedure; failure to meet physical or

mental standards of performance; unwillingness or inability to support and further the mission of the organization and/or the objectives of the program.

- 3.12 All personal information is collected for internal purposes only. Volunteer records will be kept in a secure location. Volunteer records may include an application form, record of interview, references, records of warnings and disciplinary action. All requests for information about volunteers must be through the Volunteer Coordinator who will consider volunteer files as confidential.
- 3.13 Inactive files will be maintained for a minimum of two years, after which time they will be destroyed in a responsible manner.
- 3.14 Nothing in this policy shall be deemed to create a contract between the volunteer and the Bedford Public Library or City of Bedford. Both the volunteer and the Bedford Public Library have the right to terminate the volunteer's association with the Library at any time, for any reason, with or without cause.