

## Carnegie-Stout Public Library

### VOLUNTEER POLICY

The Volunteer Program operates under the auspices of the Carnegie-Stout Public Library Board of Trustees and the Library Director. The volunteer program enhances library service by supplementing, not replacing, library staff with volunteers. The Volunteer Program helps the Library by providing new services, expanding on current services, and increasing the visibility of the Library in the community.

**Eligibility.** The Volunteer Program of the Carnegie-Stout Public Library is open to persons 12 years of age or older and whose library account is in good standing. A Library card in good standing is one with fines totaling less than \$10.00 and with no suspensions due to abuse of Library materials or policy. Signed parental permission is required for all persons under 18 years of age. Individuals or groups wishing to volunteer must complete a Volunteer Application (*Attachment 1*).

The Library cannot guarantee placement of all applicants. Applicants must give written permission for the Library to conduct a criminal background check in compliance with Iowa Code 692A.113 (3) (c) which prohibits those convicted of sex offenses against minors to be employed by, or volunteer at, a public library. A volunteer may be asked to have a valid Iowa drivers' license and automobile insurance with \$100,000 bodily injury liability, \$300,000 total bodily injury liability per accident, and \$100,000 property damage liability per accident, depending on the nature of the position.

**Community Service.** Individuals seeking to complete court-ordered community service may be accepted depending on the nature of their offense and the needs of the Library. The Library will work with no more than two community service volunteers at a time. Community service volunteers work under the same guidelines as other library volunteers and are required to read and sign "Guidelines for Community Service Volunteers," (*Attachment 2*).

**Standards.** Volunteers may be dismissed for any number of reasons, including but not limited to, undependability, absenteeism, inability to perform assigned tasks, and assuming duties not assigned by a supervisor.

**Supervision.** The Volunteer Coordinator is responsible for coordinating the program. Potential volunteers will be interviewed and provided a brief orientation about the Library and its Volunteer Program. When a volunteer has been assigned to a particular area, his or her training becomes the responsibility of that department's supervisor. Volunteers may perform varied duties as specified in individual job descriptions developed by Library supervisors.

## **What We Expect of Volunteers:**

1. **Reliability.** When you have committed to a particular time and assignment, it is important to follow through. If you cannot work at your regular time or complete your assignment, please inform your supervisor or the Volunteer Coordinator.
2. **Confidentiality.** Depending on your assignment, you may be in a position to observe the reading choices or other personal information about others. Your observations must not be shared with anyone. Ensuring the confidentiality of library patrons and employees is mandatory. Volunteers are required to sign a confidentiality agreement (*Attachment 3.*)
3. **Pleasant Manner and Positive Attitude.** When you are working with the public, be pleasant and courteous. Take pride in your work and share your ideas and concerns with your supervisor.
4. **Identification.** Always wear your volunteer badge while on duty and follow the Library dress guidelines. You are part of a larger team of people including the Library Board, staff, Friends of the Library, Library Foundation, and other volunteers, all of whom represent the Library.

Individuals donating time to the Library under the auspices of any other unit (e.g., scouts, schools, churches, community organizations) may identify themselves with that unit, but may not promote it while working in the Library.

## **What to Expect from the Library:**

You can expect to be treated as a colleague by library staff, and to have your suggestions, ideas, and evaluations given consideration.

1. **Response to Application.** The Volunteer Coordinator will contact you within two weeks of receiving your application. We will try to find, but cannot guarantee, a suitable placement. We will keep your application on file for one year.
2. **Supervision.** If assigned a placement, you will work under the supervision of a staff member and be given training appropriate to the tasks assigned. Ask your supervisor for help if you have questions, concerns, or problems that develop.
3. **Social Functions.** The Library shows its appreciation for volunteers by inviting them to attend social functions at the Library throughout the year where they can meet staff, Board members, and other volunteers.
4. **References.** Upon request, the Library will, at a minimum, confirm your volunteer service if successfully completed.

5. Liability. Volunteers are covered under the City of Dubuque's general liability insurance agreement which provides coverage from claims by patrons for injuries or damage caused by a volunteer in the performance of his or her duties.

*By the Library Board of Trustees  
Adopted January 27, 2005  
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*Patty Poggemiller, President  
Library Board of Trustees*