

North Wales Area Library Guidelines for Volunteers

The North Wales Area Library welcomes your participation as a member of the volunteer staff of the library.  We hope your association with the library will be a pleasant and rewarding experience.  The contribution of your time and talents will help the Library maintain and improve the high standards of library service expected by the residents.

The following guidelines will assist you in performing your volunteer assignments:

1. The volunteer will receive training in job procedures by a library staff member.  Any changes in procedure should not be made without consultation with library staff.
2. The volunteer should report to the library staff member accordingly to a mutually agreeable schedule.  In case of illness or other reason for absence, please notify the department as early as possible.
3. The facilities of the kitchen are available for volunteer use.  Food and drinks may be consumed only in this area.
4. Volunteers should maintain a courteous, pleasant, and businesslike manner in public areas.  Socializing with friends, relatives or other staff members during the work period is not considered appropriate.  Children, or other relatives or friends are not permitted in non-public areas.
5. Volunteers are to dress in a neat, well-groomed business-like manner.  Cut jeans and crop tops will not be acceptable in the public service areas. Tailored shorts and jeans may be acceptable for certain activities.
6. Any questions asked by patrons in the public areas should be referred to a library staff member, except for the directional questions such as, “Where is the restroom?”
7. Volunteers are invited to attend staff meetings, if they wish.
8. A time sheet is kept on file for each volunteer.  Each volunteer is required to sign in and out so we can maintain a record of the number of hours volunteers have contributed to the library.
9. Volunteers who are unable to follow instructions from library staff will be asked to resign from the volunteer program.

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Youth Volunteer Service Opportunities

Typically, school year volunteers work for a limited number of hours to complete a requirement taking on whatever needs to be done during the time they volunteer.

Tasks may include:

* Photocopying, cleaning children’s area, cutting paper, helping to prepare crafts and materials for children’s programs, cleaning books, straightening shelves, or shelving.
* Schedules are worked out on an individual basis, but each individual shift is no longer than 3 hours. Schedules will be entered on the Google calendar volunteer and staff program.
* Weekdays work best because more staff is available to supervise.

Summer volunteers are part of a 9-10 week program that takes place during the time of the annual Summer Reading Program. All summer volunteers are required to attend a training session at the beginning of the summer to learn their jobs and responsibilities and sign an agreement with the library.. Schedules are worked out on an individual basis and may be worked around vacations and other commitments. Weekdays work best because more staff is available to supervise.  The schedules will be set up through SignUpGenius.

Tasks may include:

* registering kids, teens and adults for Summer Reading Programs
* helping to prepare crafts and materials for children’s programs
* assisting with setting up and cleaning up the program room on program days
* photocopying
* cutting paper
* cleaning books
* wiping tables, toys, computers with disinfecting wipes
* straightening and dusting shelves, or shelving
* cleaning children’s area

Minimum Age for Volunteers  
The Library will accept youth volunteers ages 15 and up only, unless specific volunteer opportunities and/or unique circumstances arise. In those cases, accepting a younger person for volunteer service is up to the discretion of the Director.

**Community Service Volunteers  
When possible, the Library will strive to provide opportunities for school, church, civic groups and/or individuals to fulfill honor society requirements, do club projects, etc. There is no guarantee that all requests can be accommodated. The decision will be made by the Director, based upon the Library’s current volunteer needs.**

Requests from individuals needing to meet court-ordered community service requirements will be accommodated only if given adequate time to process the application (at least two weeks notice) and approved by the director. There is no obligation to accommodate court-ordered volunteers who delayed starting their hours or have a rapidly approaching deadline.

Court-ordered volunteers must go through the application, screening and placement process, as other volunteers would. They will not be placed into volunteer opportunities where they would be unsupervised, working with children, or visiting the homes of Library customers.

Court-ordered volunteers failing to fulfill their agreed-upon volunteer schedule will have their volunteer status canceled and the change in status will be reported to the courts.

Volunteer/Community Service Guidelines

As a valued library Volunteer, you would be expected to:

* Arrive at the library on time as scheduled.
* Record date and time that you arrive on the volunteer time sheet.
* Give adequate notice when not available for your assigned time
* Volunteers are to dress in a neat, well-groomed business-like manner. Cut or short jeans and crop tops will not be acceptable in the public service area. Tailored shorts and jeans may be acceptable for certain activities.
* Avoid personal calls or visits while you are working
* Before you leave, make sure to write down the time you finish working on your timesheet
* If you have any questions while you are working, please ask the library staff.  There are no silly questions!

Volunteers are considered valued members of our library family. As a non-paid employee, you will:

* Receive training from an experienced, patient, well-informed supervisor
* Acquire new skills and knowledge
* Gain a sense of satisfaction in serving your community
* Support literacy and life-long learning
* Meet new and interesting people who share your love of books