PURPOSE:
The Altadena Library District (ALD) encourages volunteerism as one way to involve members of the community in the day-to-day activities of the library. Volunteering for ALD offers a rewarding and exciting experience that provides a means of contributing to the community and reaching personal goals. Volunteers are invaluable assets that enhance the Library’s ability to fulfill its mission in providing quality service to the community. They enhance, rather than replace, the work of the ALD staff. Volunteer opportunities are available at the Main Library and the Bob Lucas Branch Library.

POLICY:

A Strong Volunteer Program:

- Supports critical daily tasks
- Enhances services of value to new and existing programs
- Promotes public awareness of library services
- Increases involvement and support of the Library
- Promotes civic engagement through participation by employees of local corporations and members of community organizations

Recruitment, Qualifications and Placement:

ALD encourages volunteers who are committed, enthusiastic people, eager to use their time, energy and talent for the advancement of library service to the community. Volunteer selection is based on qualifications, interests, and ability to perform specific duties as outlined in volunteer job descriptions. Details such as duties, qualifications, time commitment and training requirements for the various volunteer opportunities are included in the Volunteer Handbook. ALD places volunteers based upon the needs of the library, applicant’s ability to perform required tasks, and applicant’s availability.

Volunteers under the age of 18 must have parental approval on their volunteer application. The Library will not accept volunteers under the age of 14. Youth under 18 may not work without direct supervision by a parent, caregiver, staff member, or adult volunteer who has successfully completed the application process. Youth volunteers may be supervised by a pre-approved group leader (i.e., Girl / Boy Scouts, 4H, etc.). Family projects may include children under the age of 13 when a parent has signed the Release of Liability form and is overseeing the children at all times.

Volunteers are recruited and accepted without regard to race, creed, color, national origin, religion, marital status, sexual orientation, gender, physical appearance, socioeconomic level, educational level or any legally protected characteristic. Each volunteer will be on a one month introductory period to ensure that they are a good fit for the work they are committing to do for ALD.
Program Leadership:

The ALD program is headed by the Volunteer Coordinator who works closely with staff to identify need and match volunteers with the appropriate section of the library. Additionally, the Library Manager at the Bob Lucas Branch Library oversees a volunteer program for Literacy and English as a Second Language (ESL) services. The responsibilities of both the Volunteer Coordinator and the Library Manager are to:

• Develop goals and objectives for the programs, and review written policies and procedures as needed
• Recruit volunteers whose skills are compatible with the mission of ALD
• Ensure that all volunteers serve in positions that reflect their skills
• Provide written position descriptions and procedures for all volunteer tasks
• Provide orientation and training to prepare the volunteers to perform their duties
• Assign a lead worker to provide supervision in accordance with sound supervisory practices and library policies
• Serve as liaison between volunteers and staff
• Maintain accurate volunteer data, including hours worked
• Procure and administer related grants
• Report workers’ compensation injuries and complete related reports
• Express appreciation for work performed through evaluations and a regular recognition program
• Promote and publicize volunteer opportunities and accomplishments
• Administer any other matters pertaining to volunteers working with ALD

Interviews:

Potential volunteers must complete an application and be scheduled for an interview. The Volunteer Coordinator, Library Manager and/or the appropriate supervisor will conduct interviews to match the expertise of the volunteers with the needs of the District/section. The interview will include a discussion about mutual expectations, job duties and policies of ALD.

Expectations of Volunteers:

ALD volunteers must meet the following requirements:

• Be 14 years or older
• Read and sign all pertinent documents
• Commit to a set number of hours and agreed upon work schedule as determined by ALD
• Adhere to the same ALD policies and practices required from staff
• Be able to fulfill scheduled responsibilities and time commitments
• Once completing the one-month introductory period, be fingerprinted if assigned to work with minors or have the potential to work with minors. This includes all members of ALD support groups, including the ALD Board of Trustees, Friends of the Altadena Library, and Altadena Library Foundation. They will have one month to complete their fingerprinting process or volunteering will be suspended until fingerprinting has been completed. Results of the fingerprinting process may be used to determine eligibility for volunteership.

Volunteers are considered approved to start assignments when all the requirements, including fingerprinting when applicable, are fulfilled and work is assigned.
Recordkeeping:
Several documents regarding each volunteer are filed and available from the Volunteer Coordinator or the Library Manager at Bob Lucas. The documents must be maintained in each volunteer file and kept five years following the volunteer’s last day of service. The documents include the Volunteer Application, Volunteer Release Form, Volunteer Agreement, Release of Liability Form, Dismissal/Removal of Volunteer Services Form, Literacy Tutor Intake Form and Literacy Adult Tutor Understanding/Agreement Form.

Confidentiality of patron accounts:
Volunteers may not have access to confidential patron information in the Integrated Library System (ILS). This includes:

- Performing activities that could reveal confidential patron or staff information or;
- Accessing confidential patron information in the Integrated Library System (ILS).

Safety/Workers’ Compensation:
It is the District’s responsibility to provide a safe environment. Volunteers have the responsibility to observe all relevant safety procedures. Volunteers must be properly registered in order to be covered by Workers’ Compensation insurance benefits. This coverage will only apply during the time volunteers are on assignment for ALD.

Insurance coverage is not in effect during travel time to and from home to a volunteer assignment or at any other time when a volunteer has not been specifically directed to be at a given location to perform work in connection with the agreed upon assignment for ALD.

Exception: Workers’ Compensation coverage is not applicable when volunteers join ALD through an implicit or explicit arrangement with another agency, which already provides coverage to them (e.g. Boy/Girl Scouts, Red Cross, 4H, etc.). Both the individual volunteer and the agency must be informed of this exception during the initial arrangement for volunteer activities.

Completion of Assignment or Removal of Assignment:
Volunteers are expected to conduct themselves as if employed by the Library, and must adhere to the ALD Code of Conduct.

A volunteer’s completion or removal from an assignment should be considered when:
- Assignment durations as agreed upon is complete
- Abilities are not suited to work assignment
- Volunteer dissatisfaction and there is no other suitable placement
- District policies are inconsistently followed
- Behavior is unprofessional, creates a safety hazard, causes disruption to workflow and/or exposes the District to liabilities
- Any use of drugs or alcohol except prescription drugs not adversely affecting job performance while performing any assignment(s) as an ALD volunteer.

Exhibits: Volunteer Application, Volunteer Release Form, Volunteer Agreement Form, Release of Liability Form, Dismissal/Removal of Volunteer Services Form, Literacy Tutor Intake Form, and Literacy Adult Tutor Understanding/Agreement Form.