



ALTADENA LIBRARY DISTRICT | POLICY AND PROCEDURE MANUAL

SUBJECT: Volunteer Policy

SECTION: Administration

BOARD APPROVED: 08/22/2022

PURPOSE:

The Altadena Library District encourages volunteerism as one way to involve members of the community in the day-to-day activities of the library. Volunteering for the District 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 District 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:

The District 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, needs of the library, applicant's ability to perform required tasks, and applicant's availability. The District reserves the right to decline volunteer applicants if the District does not have a need for volunteers at that time, or if the qualifications of the applicant do not meet the needs of the District.

Volunteers under the age of **18** must have parental approval on their volunteer application. The District 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 and background check. 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 placed in an Introductory Period to ensure that they are a good fit for the work they are committing to do for the District.

Program Leadership:

The District assigns a designee from administration to work closely with staff to identify volunteer need and match volunteers with the appropriate section of the library. There is usually more than one designee assigned at a time, who oversees a specific group of volunteers. That usual arrangement is as follows:

Volunteer Group	Designee
Literacy Volunteers	Bob Lucas Branch Manager
Teen Volunteers	Teen Librarian
Adult Volunteers	Administrative Assistant

The responsibilities of each designee are to:

- Develop goals and objectives for the volunteer programs, and review written policies and procedures as needed
- Recruit volunteers whose skills are compatible with the mission of the District
- 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 the District

Interviews:

Potential volunteers must complete an application and be scheduled for an interview. Interviews will be conducted by the volunteer group designees or other administrative staff to determine if applicants are a good fit for the District, and to match the expertise of the volunteers with the needs of the District:

Expectations of Volunteers:

District-volunteers must meet the following requirements:

- Be 14 years or older
- Read through the volunteer packet and sign the volunteer agreement.
- Commit to a set number of hours and agreed upon work schedule as determined by the District
- Adhere to the same policies and practices required from staff
- Be able to fulfill scheduled responsibilities and time commitments

Introductory Period:

All volunteers go through an introductory period before being considered for ongoing volunteer opportunities, and before being considered to supervise activities involving minors. Volunteers in the introductory period are required to:

- Complete at least two separate volunteer shifts, for two separate District events.

- Complete a combined total of at least 8 hours volunteer service.
- Complete their service hours under the direct supervision of a District Staff Member

In addition, adult volunteers who successfully complete the introductory period are required to pass a background check. ***Adult volunteers will not be assigned to work with minors during the introductory period.***

Once the Introductory Period is complete, volunteers will be background checked. They will have one month to complete their background check or volunteering will be suspended until the background check has been completed. Results of the background check may be used to determine eligibility for volunteership.

Employees:

Current District Employees are not eligible to volunteer for any District events, programs, or daily operations, or any event taking place on District property during library operating hours. Employees may be considered for volunteership with partnering organizations, such as the Friends of the Altadena Library and the Altadena Library Foundation.

Recordkeeping:

Volunteer files must be maintained and kept **five years following** the volunteer's last day of service. The documents included in the Volunteer files include the Volunteer Application, Volunteer Agreement & Release Form, Literacy Tutor Intake Form (if applicable), and Literacy Adult Tutor Understanding/Agreement Form (if applicable).

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 are covered by Workers' Compensation once approved as a volunteer and all paperwork pertaining to the volunteer position is completed. 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 the District 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 District and must adhere to the District Code of Conduct.

A volunteer's completion or removal from an assignment should be considered when:

- Assignment durations as agreed upon are 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 a District volunteer.