

VOLUNTEER POLICY

I. Purpose

The James Kennedy Public Library views the active participation of citizens, of a variety of ages, as a valuable resource to the library in order to further the organizational vision and mission. The volunteer program is designed to promote inclusivity and equity while providing a positive experience for volunteers and enhancing excellence in library services.

Individuals seeking to complete court-ordered community service hours may be accepted according to the nature of their offense and the current needs of the library. Community service workers work under the same guidelines as other library volunteers.

II. Guidelines

- Volunteers must be at least 12 years old.
- Each volunteer must complete a volunteer application. This application must be signed by the parent/guardian for any volunteer under the age of 18. All personal information collected is for internal use only.
- Volunteers must be approved by library staff prior to performance of assigned tasks.
- JKPL has the right to decline acceptance of a prospective volunteer if the person seems unsuitable for the available position.
- Volunteers will receive applicable training from designated library staff.
- Procedures and requirements for the volunteer will vary with the age of the volunteers. Reasonable accommodation for tasks may be made upon request.
- Volunteers can expect to be informed of any changes in policies or procedures that affect them or the tasks they perform.
- Volunteers may be used to support staff in offering current library services but will not be used to replace or reduce the number of paid staff. Volunteers are covered under the City of Dyersville's general liability insurance agreement which provides coverage from claims by patrons for injuries or damage caused by a volunteer in the performance of their duties.
- Volunteers are responsible for adhering to all Library and City policies and procedures during their shifts.

III. Attendance

Volunteers need to schedule time to come work at the library. A set schedule may be established for volunteers or time may be scheduled on an as-needed basis. Typically,

volunteers should not come to work without being scheduled. However, some tasks and/or projects may lend themselves to drop-in hours, but they need to be approved in advance.

If a volunteer who is scheduled to work is unable to come when expected, they are expected to notify the library. It is at the library's discretion if volunteers can continue volunteering if they do not come in when scheduled and do not notify the library they will be absent.

Volunteers will be trained on how to log their attendance, as the library tracks these hours. Should a volunteer need documentation of hours of service, the library is happy to provide that information or sign off on completed hours.

IV. Conduct and Appearance

Volunteers are ambassadors for the library and should present a positive image to the public. Volunteers are expected to dress appropriately for a business environment. Jeans, t-shirts, tennis shoes, etc. are acceptable and must be clean, have no holes, have no inappropriate sayings or pictures, and may not reveal undergarments or inappropriate body parts. Tank tops, flip flops, and shorts are not allowed. If a volunteer comes dressed in inappropriate clothing, they may be sent home to change or not allowed to perform their hours at that time. Perfume, cologne and body spray are not allowed.

If approached, volunteers are asked to direct all reference or other questions to the Circulation Desk or to a staff member to answer.

V. Confidentiality

A volunteer may come in contact with information involving, but not limited to, library patrons, other volunteers, library staff, and the library as a whole. This information should be understood to be strictly confidential and protected. This includes all transactions between library users and staff or volunteers, reference questions asked by library users, and information about patrons, including what materials a patron looked at, asked for, requested or checked out.

VI. Utilization of Volunteers

- Volunteers shall be extended the right to be given meaningful assignments, the right to be treated as an equal, the right to effective supervision, the right to full involvement and participation, and the right to recognition of good work.
- Volunteers perform a variety of vital tasks as an important extension of the library staff and are recognized as contributors to the goals and services of the library.

- In the fulfillment of library operations, the library staff welcomes and encourages the involvement of volunteers in some areas of library service and within appropriate programs and activities.
- Efforts are made to place volunteers based on their interests, availability, and skills. Placement is dependent on current library needs and may not always be possible.
- Volunteers contribute time, energy, and talents directly to or on behalf of the Library of their own free will; they are not paid by library funds.

VII. Grievance Procedure

JKPL seeks to maintain a cooperative and productive working relationship between staff, volunteers, and patrons. Should a volunteer have a grievance with a staff member, another volunteer, or a library patron, every attempt will be made to resolve the situation with library administration.

VIII. Volunteer Termination or Resignation

JKPL expects volunteers to willingly comply with the responsibilities set forth in this handbook. Failure to comply with these or the policies of the library will be grounds for termination of the volunteer relationship. JKPL has the right to release a volunteer if their work is deemed unacceptable or whose skills do not fill a need at the library.

The volunteer has the right to resign their service at any time. As a courtesy, they should notify the Volunteer Coordinator of this decision.

Approved 5/13/2025