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## **Volunteer Program**

## **Information Packet**

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# **Volunteer Policy**

*Approved by: Library Board of Control, Date: Apr 2015*

## **Introduction**

The Bossier Parish Library Volunteer Program is designed to expand and enhance public service to the community. Volunteers contribute in every department and are a valuable resource for the library. They bring the library enthusiasm, energy, added talent, and a fresh perspective. Volunteers are liaisons to the community and by their contribution are advocates for quality library service.

## **Selection of Volunteers**

Volunteers are selected based on their qualifications in relation to the needs of the library and on the ability to commit to a consistent schedule of volunteer hours. Selection of volunteers is the responsibility of the branch or department manager where the volunteering will be conducted.

Prospective volunteers are required to fill out an application form and have an interview to be considered. Adult volunteers must agree to and pass a background check before starting volunteer work at the library if working specifically with children. Applicants must be at least 12 years old and if under the age of 17 must have signed permission from their parent/legal guardian. The library does not accept volunteers who are required to provide community service.

If there are no suitable volunteer opportunities, application forms will be kept on file for a period of one year. Applicants will be called if a project is identified which matches their interests or qualifications.

## **Roles and Responsibilities**

The library depends on its volunteers for a wide variety of tasks which otherwise need to be assigned to library staff. We therefore ask volunteers to be reliable in their commitment to the library and to notify the library in advance if they are unable to work their regularly scheduled time slot.

Volunteers (except specially trained reference volunteers) are expected to refer all requests for information to the library staff, other than purely directional questions (e.g. where is the bathroom; where is the children's room, etc.). Volunteers are asked to keep an accurate record of the hours they work each week, for the use of the Director.

## **Training and Supervision**

The Associate Director of Public Services coordinates the volunteer program and is available to discuss assignments, concerns, or questions. Volunteers will receive specific training in their assigned duties from the library staff member who directly supervises their work.

## **Work Schedules**

Volunteers shall only work during hours when adequate supervision is available. Individual work schedules and specific time commitments will be mutually arranged in advance by the volunteer and immediate supervisor.

### **Leaving Volunteer Service**

A volunteer selected for work on a special project will discontinue service when that project is completed or terminated, unless other arrangements have been made.

Whenever possible, the library will make an effort to reassign the volunteer. However, if no other mutually suitable volunteer position exists at the time, the volunteer will be asked to discontinue service and his or her application will be kept on file for one year, subject to review should a suitable position become available during that time.

In the event that a volunteer is unable to adequately perform the duties assigned to him or her, and no other appropriate positions are available, the volunteer may be released from service.

## **Volunteer Guidelines**

Volunteers are a valuable asset whose purpose is to assist paid staff members in meeting their commitment to providing quality service to the public and may be the first official contact a patron has with the library. It is important that volunteers adhere to the following guidelines.

### **Conduct**

- Have a positive attitude
- Respect and act courteously to all patrons and employees
- Work with library staff to accomplish the goals set by the library
- Accept supervision with a willingness to learn and a willingness to ask about things not understood
- Represent the library when actively serving as a volunteer
- Exercise good judgment when acting on the library's behalf
- Recognize functions of paid staff and maintain positive working relationship with them
- Stay within the scope of volunteer responsibilities
- Follow all library policies and procedures
- Avoid personal telephone calls, visits or other interruptions while volunteering

### **Attendance**

- Report on time, as scheduled, and check in with designated staff upon arrival to work
- Record volunteer hours on volunteer time sheets
- Give prior notice to their supervisor as soon as possible if the individual
  - Must change or cannot keep his/her schedule
  - Needs extended leave
  - Wishes to discontinue service

### **Dress Code**

- Neat and clean business casual clothing
- Jeans only on designated days with library shirt

### **Required Knowledge, Abilities, and Skills**

- Have the ability to complete training related to assigned tasks
- Possess manual and physical dexterity
- Be attentive to details
- Be capable of learning the Dewey Decimal classification system

### **Assigned Tasks (partial list)**

- Shelf reading and maintenance
  - Shelving books and other materials
  - Straightening magazine and newspaper shelves
  - Shifting books
  - Cleaning shelves

- Cutting, pasting, and assisting with crafts in children's and teen services
- Photocopying, collating, folding, stapling
- Assist with programs/events
  - Set up
  - Preparation
  - Clean up
- Empty book drop
- Assist with displays
- Clean monitors, keyboards, and computer areas
  - Re-stock paper and pencil by public computers
- Special projects as assigned

### **Library Facilities**

Volunteers are welcome to use staff restrooms and break room facilities. All individuals who use the break room are asked to assist in keeping it clean. The library does not have secure locations to store personal or valuable items and cannot be responsible for any lost or stolen personal items. Volunteers are expected to park in areas of the parking lot that are typically designated for staff parking.

### **Safety**

Volunteers should be alert at all times to potential safety hazards, and immediately report any unsafe conditions or acts. All workplace injuries and accidents *must* be reported immediately to a supervisor.

### **Confidentiality**

Confidentiality is very important in a public library, particularly relating to patron information. Louisiana Revised statute L.R.S. 44:13 addresses the issue of confidentiality of records of library patrons and prohibits publicly supported libraries from disclosing patron circulation records. Volunteers *will not* disclose personal information to anyone, including family, friends, or acquaintances.

### **Volunteer Perks and Recognition**

Thoughtful and personal recognition communicates how important and valuable volunteer service is to the library, reinforcing good volunteer service and motivating volunteers to continue to donate their time and talent to the library.

Active volunteers are granted fine-free borrowing privileges after twenty continuous service hours and will be valid until the end of volunteer service. Volunteers are responsible for paying for lost or damaged materials.



Have you ever done volunteer work before?  Yes  No

If yes, please provide the **organization name, volunteer coordinator's name, contact information** and **dates of service**.

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Special Skills – summarize special skills you have acquired from employment, previous volunteer work, or through other activities so that we may help match you as a volunteer.

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How did you hear about volunteer opportunities at the Library? \_\_\_\_\_

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Do you have any physical conditions that we need to be aware of in case of medical emergency? \_\_\_\_\_

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References – please list two references with phone numbers and indicate how you know each reference (employment, school, previous volunteer supervisor, relative not in same household)

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Name	Phone	Relationship
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Name	Phone	Relationship
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Thank you. Your application will be reviewed and an interview may be scheduled to discuss possible volunteer opportunities.

***Please read the following statements indicating your acknowledgment and understanding of the Bossier Parish Library Volunteer Policy and guidelines.***

I certify that the statements made in the volunteer application are true and correct and have been given voluntarily. I understand misrepresentation of any information may result in termination of my volunteer involvement. I am volunteering for personal reasons and understand I will not be paid for my services as a volunteer and expect no compensation.

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Signature of Volunteer Applicant

Date

I give permission for my child to volunteer at the library.

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Parent/Guardian Signature

Date