



Volunteer Policy

Individuals wishing to donate their time and talents to the library are encouraged to apply as volunteers for the benefit of all citizens and users of the Abilene Public Library. The library welcomes and recognizes the important contributions to be made by volunteers. We gratefully accept the volunteer services of those 16 and over who qualify. In special circumstances those 14 or 15 years of age may be considered for service.

Need

It is the responsibility of each Unit Manager to identify tasks and activity needs within their work area which may benefit from volunteer assistance. Upon notification to the City Librarian, a request for volunteer assistance will be opened to the public at large.

Volunteer Selection

- Volunteers must be 16 years or older.
- Volunteers are selected based on their qualifications in relation to the needs of the library at any given time. The selection of volunteers is the responsibility of each Dept. Manager in coordination with the City Librarian.
- Prospective volunteers are requested to fill out an application. If there are no suitable volunteer opportunities, application forms will be kept on file for a period of three months. Applicants will be called if a project is identified which matches their interests or qualifications.
- The City of Abilene may conduct a background check on each applicant, in accordance with City of Abilene hiring procedures. Those convicted of felonies or misdemeanors are ineligible for volunteer service at the library, due to the secure nature of the personal information held at the library.

Roles & Responsibilities

- Individuals are asked to wear a name badge which identifies them as a volunteer while they are working at the library.
- Volunteers are asked to keep an accurate record of the hours they work each week, for the use of the Unit Manager.
- Duties may include: shelving, shelf reading, photocopying, assisting with art projects (Children's Services), assisting with crowd control at large events, assisting with programming or other duties as needed.
- Volunteers will not be asked to handle cash.



Expectations

In conduct, grooming and dress, volunteers will be held to the same standards as library staff. Attire should be clean, neat and conservative. Casual wear is acceptable. Teen volunteers should follow the public school dress code. In any interaction with library patrons, volunteers are expected to do so in a positive, professional, pleasant manner.

The volunteer coordinator or unit/branch manager will provide any necessary instruction and oversee the work being done. Volunteers are expected to stay with the assigned task and complete within a reasonable period of time. They are expected to know and follow all library policies. Violation of any policy, inappropriate dress or grooming or failure to perform the assigned task will be grounds for dismissal. Registered volunteers will have access to the staff lounge for their breaks.

Volunteers are strictly bound to maintain the confidentiality of patrons and staff. Any information of a confidential nature is not to be shared with anyone. Removal or copying of any records, reports or documents from the library is prohibited.

Dismissal

It is a privilege to volunteer to serve the community. While volunteer hours are greatly appreciated, they come with responsibilities. All volunteers are expected to conduct themselves in accordance with the library rules of behavior, and to present a professional demeanor whenever they are in the library. Failure to do so may result in their volunteer assignment being terminated and their service refused. Review will be conducted by the City Librarian. Appeal of any decision regarding termination of volunteer assignments will rest with the Community Services Department Director or designee.