

## Forsyth Township Public Library

### Volunteer Policy

#### **Statement of Purpose**

The Forsyth Township Public Library (FTPL) may use the services of volunteers to supplement the efforts of library employees in meeting demands for quality public service. Volunteers aid the library in making the best use of its fiscal resources and contribute to sound working relationships within the community. Volunteers are expected to act in accordance with library policies and to reflect positive customer service attitudes to all library patrons.

#### **Definition of a Volunteer**

A volunteer is considered any individual, 16 years of age or older, who contributes time, energy, and talents directly or on behalf of the FTPL and is not paid by library funds.

All volunteers must be vetted by the library prior to performance of assigned tasks.

#### **How to Become a Volunteer**

- All volunteers are required to fill out a Volunteer Application form to be reviewed by the Library Director.
- Volunteers are selected based on their qualifications and the needs of the library at any given time.
- Volunteers under consideration will be subject to a background check.
- Volunteers under the age of 18 must have the application signed by a parent or legal guardian.
- Acceptance of an application is at the library board's discretion and may be revoked at any time.

#### **Supervision**

The Library Director will serve as the immediate volunteer supervisor. The supervisor will be available for consultation and assistance. Volunteers may feel free to ask questions and report any problems or concerns about their assignment. If the Library Director is not available, the volunteer may discuss any concerns with an available staff member.

Before beginning a volunteer assignment, the supervisor in charge will be responsible for providing a tour as needed, reviewing duties, and reviewing dates and times for any future volunteer assignments.

#### **Volunteer Guidelines**

1. Volunteers serve at the library when supervisors are readily available. The number of volunteers accepted is based on the amount of work and supervisory time available.
2. Volunteers are ambassadors for the library and need to present a positive image to the public.
3. Volunteers should maintain a professional, friendly demeanor and are asked to direct patron questions to a staff member. Staff members are trained to deal with questions pertaining to the library's collection, services, policies, and procedures.
4. Volunteers will be familiar with and agree to abide by the FTPL Confidentiality and Nondisclosure Agreement, as well as all other library rules and policies.
5. Volunteers agree that the library may at any time, for whatever reason, decide to terminate the volunteer's relationship with the library, or to make changes in the nature of the volunteer assignment.
6. To end a volunteer commitment, please notify the Library Director.