

# Volunteer Policy

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### **I Purpose of the Policy**

The Ester Village Library recognizes and appreciates the hard work and unique talents the volunteers of the community offer to the Ester Village Library throughout the year. This policy will provide guidance to volunteers in the performance of their duties. Although Board Members are also volunteers, the duties of the Ester Village Library Board Members are specifically delineated in the “Board Members Roles and Responsibilities” Policy and are not covered under this policy.

### **II Policy Approval and Review**

This policy shall be reviewed and approved every few years by the Board of Directors

### **III Definition**

- A. A Regular Volunteer is a person who performs regular tasks for the Ester Village Library without receipt or expectation of wages, benefits or compensation of any kind. All work performed by volunteers is at the risk of the volunteer. Examples include persons who staff the library, those who catalog, those who have regular access to the library, programming assistants or powered equipment operators. This is not an all-inclusive list of volunteers.
- B. For the purpose of this policy, “volunteers” does not include the Board of Directors.
- C. Volunteers working with the Friends of the Ester Village Library and members of the Friends working on Friends projects are volunteering for the Friends and not for the Library.

- D. One-off Volunteer – a person who performs tasks for the Ester Village Library for a one-time event, such as a fundraiser, building project or instructor.
- E. Outdoor maintenance volunteer (gardeners, waterers) – a person who maintains the grounds of the Library but does not have access to powered, motorized equipment

#### **IV Rules of Conduct**

- A. Volunteers shall not perform any task or duty for which a license or certification is required if the volunteer does not possess such license or certification.
- B. Each volunteer shall have a specific Board Member Supervisor to whom he or she reports to and with whom to discuss problems. A volunteer may request a specific Board Member for their supervisor, and the Board will try to accommodate that request. A Board Officer or representative of the board may be called upon to mediate any disagreements between the volunteer and that persons' Board Member supervisor. If a Board Member Supervisor cannot be found, it will be at the discretion of the Board for that volunteer to continue unsupervised.
- C. Volunteers must arrive when scheduled or call their Board Member Supervisor if they will be absent or late.
- D. Volunteers must follow all library rules, policies and procedures.
- E. Depending upon the job or position, training may be required before performing certain duties; such training will be communicated to the volunteer, and must be completed before commencing those duties.
- F. Volunteers can work with or without direct supervision. Direct supervision is at the discretion of the Board Member Supervisor.
- G. As representatives of the Library, volunteers are responsible for presenting a good image to the community. Volunteers shall dress and act appropriately for the conditions and performance of their duties.
- H. Harassment, intimidation, bias, and unlawful discrimination will not be tolerated, either from or towards a volunteer, Board Member or patron of the library.
- I. Volunteers will cooperate with the Board Member Supervisor, other volunteers or patrons.

- J. Volunteers will avoid conflicts of interest. If a volunteer uses their position for personal gain, or acts in ways that could compromise the Ester Village Library's legal position, these behaviors are considered conflicts of interest.
- K. Volunteers will not report for their volunteer job while under the influence of any drug or alcohol, whether legal or illegal.
- L. Volunteers are not to take any Library equipment without permission of the Board Member Supervisor.
- M. Failure to abide by any of the aforementioned Rules of Conduct may result in immediate termination of volunteer duties and/or corrective actions.

## **V Volunteer Application**

- A. All Regular Volunteers will fill out a volunteer application. If there are no suitable volunteer opportunities, application forms will be kept on file for a period of two years.
- B. One-off volunteers and outdoor maintenance volunteers are not required to fill out an application.
- C. The Library Board President or another Board Officer will conduct a formal interview, check references (if applicable) and recommend action. If the applicant is a minor, his or her parent or legal guardian must sign the application as well. The Library has the right to decline anyone as a volunteer without cause or statement of reason.
- D. All Regular Volunteers are to receive a copy of the Volunteer Policy upon commencement of their assignment.
- E. All volunteers (Regular, one-off and outdoor maintenance) will be required to sign a "Volunteer Release and Waiver of Liability Form" before any volunteer work
- F. Volunteers who will work with children's programs, or staff the library by themselves, will be required to pass a criminal background check. Volunteers who work with children but who do not have sole access to children are exempt from the criminal background check requirement.

## **VI Liability**

All volunteers shall indemnify, defend and hold harmless the Ester Village Library, its officers, agents and employees from and against any and all claims, suits, actions of any kind, arising and

resulting and accruing from any negligent act, omission or error of the organization or group resulting in or relating to personal injuries, mental anguish or property damage arising from volunteer work.