

OAK LAWN PUBLIC LIBRARY

BOARD POLICY

VOLUNTEERS

The Oak Lawn Public Library recognizes that volunteers are a valuable resource for achieving the mission of service to the community. The Library is committed to facilitating volunteerism as a rewarding experience for participating individuals.

Purpose

To supplement the efforts of the Library Staff in providing quality customer service.

To provide an opportunity for residents to volunteer their time and talents and to make positive contributions to the Oak Lawn community.

Selection of Volunteers

For volunteers under the age of 16, parental or guardian consent is required.

A volunteer application and interview must be completed before anyone can serve as a library volunteer. Background checks may be required.

Volunteers are selected based on their qualifications and the needs of the Library at the given time.

Volunteers will be given an orientation to the Library and will be trained to perform their specific duties as needed.

If there are no suitable volunteer opportunities, application forms will be kept on file for a period of one year.

Volunteer Service

The Library requires volunteers to perform their duties in an appropriate professional manner because the public will view them as representatives of the Library.

Volunteers who make a commitment to assist the Library at certain times or on certain dates should make every effort to honor that commitment and, if circumstances make that impossible, to inform the Library as soon as possible. The Volunteer Coordinator will assist volunteers in dealing with any performance or attendance issues.

Volunteers may resign from their service at any time and the Library may discontinue the acceptance of a volunteer's services with or without cause at any time.

Coordination of Volunteer Activities

The Library Director will designate a paid staff member as Volunteer Coordinator to oversee the Volunteer Program.

Volunteers report directly to and are supervised by a designated staff person in the work area to which they are assigned.

The Library will make available a Volunteer Binder in which all volunteers are required to keep an accurate record of their hours.

Confidentiality

Patron information is confidential and volunteers will not discuss or share any patron information with others.

Adopted: 2/17/15

Revised: 1/24/17