

Coleman Area Library

Volunteer Policy

Examples of library volunteer duties:

1. Light cleaning duties – dusting shelves, vacuuming, straightening books
2. Assisting with grounds maintenance – weeding, planting flowers
3. Shelf reading and tidying
4. Helping with children’s craft programs (preparing materials in advance or helping with the craft)
5. Stamping withdrawn materials for used book sale or for discard
6. Assisting with the inventory of the collection by scanning barcodes with the portable scanner

If any assignment appears to cause physical discomfort or could lead to personal injury, the volunteer should, without delay, report this to the Director or, if they are unavailable, to any other library staff member. Any injuries should be reported to a staff member immediately.

CONFIDENTIALITY/PRIVACY

Volunteers are not allowed to sit or stand behind the circulation desk. They may not use staff computers unless expressly directed to do so and then only in the capacity specified.

All transactions between library patrons, staff and/or volunteers and community service workers are completely confidential. This includes any information about materials a patron has looked at, asked for, requested or checked out, as well as questions asked by a library patron and conversations pertaining to a patron’s account. A patron’s usage of a library public access computer is also confidential information.

Since the public usually assumes volunteers are staff members, volunteers should remember they represent the library’s commitment to excellent service. Friendly, courteous behavior toward everyone using the library is expected, regardless of their demeanor. Any patron questions (other than simple directional queries) should be referred to a library staff member. Please do not attempt to answer questions directly, but let the patron know you are a volunteer and either lead the patron to the circulation desk for staff assistance or let a staff member know of the patron’s request for assistance.

I have read, I understand, and I agree to abide by this Volunteer Policy.

Name: _____

Date: _____