



## Volunteer Policy

### **What the Madison County Public Library Expects of You**

Thank you for your interest in volunteering at the Madison County Public Library!

As a volunteer, your coordinator expects you to be busy with your assigned work and perform your hours to the best of your ability. Your coordinator will provide you with the training needed to meet these expectations.

While you learn the full details of your job, remember these points:

- Ask Questions!
- Find out -- don't guess
- Learn "why" as well as "how"
- Quality not quantity

The following policy outlines expectations in greater detail. Please discuss any questions or challenges with your coordinator.

## **Volunteer Sign-In Sheet**

All volunteers must sign in at the beginning of their shift and sign out at the end of their shift to ensure that the coordinator can keep track of hour totals. Failure to sign out can result in the docking of time.

## **Public Relations and the Media**

Volunteers of the Madison County Public Library are not authorized to speak to the news media about library issues. All inquiries from the media should be directed to the Director. All news releases or agreements for speaking engagement must be approved by the Director.

## **Personal Telephone Calls**

The library's telephones are for library business. It may be necessary, occasionally, for volunteers to make telephone calls of a personal nature. These calls should be restricted to necessary calls and should be of limited time. Long distance personal calls will not be permitted.

Volunteers with cell phones should restrict the use of these phones on library time to brief messages, and longer calls should be made during break times.

Texting should also be done on break times. Excessive violation of this policy will result in the docking of your hours.

## **Personal Appearance**

Volunteers of the Madison County Public Library are expected to adhere to the library's dress code policy. Clothing at all times must be neat, clean, free of holes, and should project our best professional image. The Volunteer Coordinator will decide if a volunteer is in violation of the dress code. In such cases, the volunteer will be asked to go home and change to appropriate dress.

Excessive violations of this policy can result in the termination of the volunteer position.

As a courtesy, please be aware that some staff and members of the public have allergies to strong scents, so we ask that you choose not to wear perfumes or colognes during your volunteer hours.

## **Identification Badges**

All volunteers will wear ID badges provided by the library when in the public service area.

## **Emergency/Weather Closings**

Emergencies such as inclement weather occasionally may disrupt library operations. In extreme cases, these circumstances may require closing or delaying the opening of the library. These closing and delays are advertised on our website, Facebook page, local radio, and television stations.

## **Drug-Free Workplace**

Volunteers are prohibited from unlawfully manufacturing, distributing, dispensing, possessing, or using controlled substances unless prescribed by a physician. Volunteers violating this policy will face disciplinary action up to and including termination for a first offense.

## **Tobacco Use**

The Madison County Public Library provides a smoke-free, tobacco-free environment. Smoking, or the use of any tobacco products, will not be permitted in library buildings. Volunteers under the age of 18 are asked not to smoke during their volunteer hours at the library. Violations of the policy brought to the attention of library management will be discussed with the volunteer. Failure to comply with the policy will result in disciplinary action.

## **Safety**

If you are involved in an accident your coordinator must be notified immediately. The required accident reports must be completed as soon as a possible after receiving medical attention. Even accidents resulting in minor injury should be reported.

Any accident or injury involving anyone on the physical premises of the Madison County Public Library should be reported immediately to the director and followed up with a completed injury report.

## **Former Employees**

Former employees of the Madison County Public Library will not be considered for volunteer positions.

## **Standards of Conduct**

The following standards of conduct are general statements of conduct expected of all Madison County Public Library Volunteers. Flagrant or serious violations will be cause for disciplinary action including dismissal, with or without warning.

The following conduct is not allowed and may be the basis for dismissal:

1. Leaving before your shift has ended, failure to be at the library at your starting time, failure to remain on the job until quitting times, or conducting personal business during your volunteer shift hours.
2. Failure to report any on-site injury or illness to the coordinator.
3. Repeated unexcused absence or tardiness. Failure to call or notify your coordinator will result in unexcused absence. Three consecutive unexcused absences will be grounds for termination.
4. Willful and persistent disobedience of coordinators.
5. Conduct which is criminal or determined as dishonest.
6. Stealing library, staff members' or customer's property.
7. Failure to maintain work performance standard.
8. Infraction of library policies or malfeasance.
9. Falsifying information.
10. Reporting for work under the influence of alcohol or other drugs than prescribed by a physician.
11. Deliberate destruction of or damage to library property or property belonging to others.
12. Deliberate disclosure of confidential library business.
13. Violation of library policies on discrimination or harassment.
14. Assaulting another volunteer, staff member or library customers.

The library reserves the right to determine if termination is warranted for any volunteer who engages in improper or unbecoming behavior.

## **Dismissal**

Dismissal occurs when other disciplinary action fails to achieve improvement or when volunteers commit a serious offense. Verbal warnings are the first step in the library's discipline policy. Before dismissal, the coordinator must document any deficiencies in the volunteer's performance, and must allow sufficient time for improvement. It is the responsibility of the coordinator to explain that failure to correct deficiencies in performance may result in termination.

Some offenses warrant immediate dismissal. These offenses include, but are not limited to, the offenses listed in the library's Standards of Conduct, and Rules of Conduct for Library Use.

**I have read the Madison County Public Library's Volunteer Policy and understand that violation of any part of this policy may be grounds for disciplinary action up to and including termination.**

\_\_\_\_\_

Date \_\_\_\_\_

(Volunteer Signature)