

# Volunteer Policy

300 W. Merrill St. Birmingham, MI 48009 | 248-647-1700 | [www.baldwinlib.org](http://www.baldwinlib.org)

The Baldwin Public Library shall use the services of volunteers to supplement the efforts of paid library staff in meeting demands for quality public service and to serve as a method to encourage citizens to become familiar with their library and the services being offered. The Baldwin Public Library shall make use of the services of interested volunteers to supplement and *not to replace* the work done by library staff.

## I. Categories of Volunteers

- A. **Partners at the Library (PALS)**-A hands on volunteer program developed in conjunction with the Friends of the Library to enhance library service.
- B. **Community Service Workers**- Offenders referred by the courts of Oakland County to the library for community service work in lieu of punishment.
- C. **Student Volunteers**- Students required by their school to volunteer in community agencies as a requirement for graduation.
- D. **Interns** – A master level library science student who is working to complete a practicum as part of their course of study.

## II. Coordinators

- A. The Administrative Assistant acts as the Coordinator for Community Service workers and for school volunteers. The Administrative Assistant will assign the volunteer to various departments based on the needs of the department. Each department will develop a list of tasks appropriate for Community Service workers. The Department Head will provide oversight once the volunteer has been assigned.
- B. The Associate Director of Public Services acts as the Coordinator for the PAL program. The Associate Director will assign the volunteers to the appropriate department, explain their tasks and monitor their training. Each department will develop a list of tasks suitable for PAL.
- C. The Department Head acts as the Coordinator and will develop duties and provide oversight for the Intern program in their department.

## III. Recognition

- A. **Volunteers**- Recognition is an important component of a volunteer program and is often the only way in which the Library can say "Thank You" to a PAL, a high school student, or an intern. At least annually, there will be a formal recognition of volunteers as a group from the Library and the Library Board.
- B. **Community Service Workers**-The Administrative Assistant will verify satisfactory performance level and the number of hours worked to fulfill the court requirements.
- C. **Verification for Students and Interns**-The coordinator will verify that these volunteers have satisfactorily completed the requirements for their volunteer activity.

#### **IV. General provisions**

- A. This policy shall not be deemed a contract between the volunteer or intern and the Baldwin Public Library. Both the volunteer and the Library have the right to terminate the volunteer's association with the Library at any time, for any reason, with or without cause. The Library will not provide any medical, health, or compensation benefits to persons functioning as a volunteers. Prior to engaging in any volunteer activity, each volunteer will be required to submit a Volunteer Application form for volunteer work.
- B. Persons who will work with children must agree to a standard background check.
- C. Upon approval of the Associate Director or the Administrative Assistant, the volunteer may be scheduled for training and work assignments.

#### **V. Duties**

- A. Volunteers may be asked to work on projects that are supportive of staff efforts. Examples include: Shelf reading to ascertain if books are in proper order, cleaning and mending, outdoor maintenance, dusting, moving books, et.al. The coordinator will explain and assign the duties as needed.
- B. In addition to the duties in A above, PALs and Interns will receive training that allows them to interact with patrons to a degree. They may also serve as a greeter for the building or provide support for programs and will be expected to help enforce the Code of Conduct.
- C. Community Service workers who refuse the assigned duties or who behave inappropriately may forfeit their volunteer opportunity.

#### **VI. Hours**

- A. The Coordinators in discussion with the volunteer will determine the hours of the volunteer's service. While the library will attempt to accommodate the volunteer's schedule we cannot guarantee it. Volunteers are expected to arrive at the library in time to begin work as scheduled or notify the library if they will be absent.
- B. All volunteer work must be completed within normal library hours. Community service workers who fail to show as scheduled may forfeit their volunteer opportunity.