

## **MOUNT PROSPECT PUBLIC LIBRARY VOLUNTEER POLICY**

**Purpose:** Volunteers are a valuable resource for the Library. Volunteers lend energy and talents and help the Library meet its commitment to provide excellent library services to the residents of Mount Prospect.

**Definition:** Volunteers (including both Volunteers and Volunteens) are individuals who assist the staff by performing specific tasks for Library departments without promise, expectation, or receipt of wages, benefits, or compensation of any kind for services rendered. The volunteer offers his/her assistance freely and without coercion and solely for civic and/or charitable reasons, and is not otherwise employed by the Library to perform similar services.

### **Categories:**

Library Volunteer – Students in grades 7 – 12

Library Volunteer – Adult performs tasks for one of the library departments

### **Volunteer and Volunteen Guidelines:**

- All are bound by patron privacy and confidentiality rules.
- All are recognized by the public as representatives of the Library and are expected to conduct themselves appropriately.
- All are expected to follow dress guidelines: shoes appropriate to the job, no shorts or tank tops.
- External Volunteers and Volunteens are not Library employees. Volunteers and Volunteens have no expectation of maintaining volunteer status for any length of time.
- All are requested to record their hours of service.
- All are asked to sign out and return a building access card on the days they are assigned to work.

### **Program Guidelines:**

The Library's Adult Volunteer Coordinator and the Youth Services Volunteen Coordinators will facilitate ongoing recruitment, recognition, and appreciation activities.

### **Selective Procedures for Adult Volunteers:**

- a) When a volunteer opportunity becomes available, the department staff completes a volunteer request form and communicates with the Coordinator regarding: hours available, specific skill, knowledge and ability requirements, and time frame for the opening.
- b) Volunteer opportunities may be posted on community bulletin board as well as posted in a newspaper, local organization communiqué, or other publication.

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- c) Individual will be called for an interview if he/she is a potential match for an opening. An application will be completed by the prospective volunteer at this time.
- d) Applications are retained two years.
- e) If no viable candidate is found for a specific opening, the process will be repeated.
- f) Dependent on volunteer opportunity, references and background may be checked.
- g) Department staff is responsible for orientation and training.
- h) Coordinator checks periodically with staff on the performance of the volunteer.
- i) Volunteer opportunities are evaluated periodically to ensure they are meeting the needs of Library effectively.
- j) Volunteers do not need to be residents of Mount Prospect.

### **Selective Procedures for Volunteers:**

- a) Students must have completed 6<sup>th</sup> grade to be a Volunteer.
  - b) Nonresidents may apply, but priority will be given to Mount Prospect residents.
  - c) Students must be responsible.
  - d) Students must complete and return a signed application. Applications are not held after orientation unless the student begins working as a Volunteer. Students must complete and return a new signed application before each orientation they attend.
  - e) Students must register for and attend an orientation. Orientations are offered in February, May, and October.
  - f) Volunteer time slots may be competitive and often very limited. Filing an application and attending an orientation does not guarantee selection for a Volunteer time slot.
  - g) All Project Volunteers are required to pass an alphabetizing test.
  - h) Volunteer shifts vary but all have specific limitations to allow opportunities for others.
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### **Other Volunteer Opportunities:**

Other volunteer opportunities available to Mount Prospect residents include serving on the Library Board, the Mount Prospect Public Library Foundation Board, Friends of the Mount Prospect Public Library Board, Teen Advisory Board (i.e. TAB), assisting the Friends and Foundation boards with their needs under their direction, and ad hoc advisory boards for Library Board or staff as needed.