

4.03 VOLUNTEER POLICY

- [1] Purpose: The following policy is designed to promote excellence in the library's volunteer program. The Kalona Public Library's volunteers are an important extension of the library's staff. Volunteers perform a wide variety of tasks that are vital to the institution.
- [2] Definition of a Volunteer: One who performs a service of their own free will; who contributes time, energy and talents directly or on behalf of the Kalona Public Library and is not paid by library or City of Kalona funds. All volunteers must be accepted and enrolled by the library prior to performance of assigned tasks.
- [3] Utilization of Volunteers:
- A. In order to achieve the vision and mission statement of the Kalona Public Library, we view the active participation of citizens of a variety of ages as a valuable resource to the Library. Volunteers are recognized as contributors to the goals and services of the Library.
 - B. After fulfilling library procedures, the library staff accepts and encourages the involvement of volunteers at the library under the supervision of the library staff and within appropriate programs and activities. All community volunteers have the right to expect to be given meaningful assignments, the right to be treated as an equal, the right to effective and professional supervision, the right to full involvement and participation, and the right to recognition of good work.
- [4] Guidelines for Volunteers:
- A. Each volunteer is required to complete a volunteer application. All personal information about the volunteer is for internal use only.
 - B. Volunteers must be approved by library staff prior to performance of assigned tasks.
 - C. Volunteers will receive training from designated library staff, and may be required to attend additional training sessions as needed.
 - D. All volunteer will wear a volunteer badge while performing volunteer work at the library
 - E. Volunteers may start at the age of 12 with written parental permission.
 - F. Reasonable special accommodations will be made upon request.
 - G. A background check may be required for adult volunteers.
 - H. Procedures and requirements for the volunteer will vary with the ages and duties of the volunteer
 - I. Should a Volunteer have a grievance with a staff person, another volunteer or a library patron, every attempt will be made to resolve the situation with library administration.
 - J. Volunteers may be used to support staff in offering current library services.
 - K. Volunteers may not be used to establish and maintain new library services
 - L. Volunteers will not be used to replace or reduce the number of paid staff.

- M. Volunteers will be covered with respect to City of Kalona liability insurance in relation to their duties in case of injury. Volunteers are not covered under any Workers Compensation plan.
- N. Volunteers are responsible for maintaining the confidentiality of all library information. Failure to maintain confidentiality will result in immediate termination.
- O. Volunteers will show respect to patrons, other volunteers and staff.
- P. Volunteers are expected to adhere to all library policies and procedures during their volunteer shifts.
- Q. Volunteers are prohibited from being under the influence of, using, possessing, selling or otherwise being involved with illegal substances and/or alcohol while volunteering.
- R. The library will, upon request, provide letters of reference for the volunteer, if deemed appropriate.
- S. The Kalona Library reserves the right to terminate the services of the volunteer, if deemed appropriate.

[5] Background Checks:

Volunteer applicants 18 years and older will be subject to a background check. The National Sex Abuse Registry will be checked for all applicants. Other agencies may be accessed depending on the position for which the individual is applying. Background checks may be repeated during the volunteer's tenure at the KPL.

All volunteer applications indicating a criminal history (misdemeanor, felony, deferment) will be reviewed by the Library Director.

- A. Applicants with a criminal history will only be accepted if the Library Director determines that the placement of that applicant will not jeopardize the safety of KPL patrons and staff, or the integrity of the KPL collections.
- B. Any applicant with a criminal history including sex or child abuse convictions or deferments will automatically be denied volunteer placement.
- C. A volunteer or applicant under investigation for or charged with child or sex abuse or criminal acts will be suspended or disqualified from volunteering until the issue is resolved.

The background check process will not be required for service organizations who volunteer as a group and are supervised by an organization's staff person or representative, and/or for which the volunteer activity is a single event and/or restricted to custodial work or materials handling.

[6] Types of Warning:

- A. Verbal
- B. Written
- C. Dismissal