

## VOLUNTEER POLICY

TFML Policy No. 14

The Board of Trustees and Staff of The Thomas Ford Memorial Library established this Volunteer program realizing that the talents and efforts of Volunteers are vital to the Library's success in achieving its mission of service to the community. In turn, the Library is committed to facilitating the Volunteer library service as a rewarding community service experience for individuals participating in the program.

### 14.1 Purpose

The purposes of the TFML Volunteer Program are:

14.11 To supplement the efforts of the Library Staff in providing quality patron service.

14.12 To serve as a means for residents of the community to become familiar with the Library.

14.13 To provide an opportunity for residents to volunteer and to make positive contributions to the Western Springs community.

### 14.2 Volunteers

A volunteer is defined as a person who gives his/her service without any express or implied promise of remuneration.

14.21 Volunteers must be at least 13 years of age. If under the age of 18 parental consent will be required.

14.22 Potential volunteers will have an initial interview followed by acceptance of a formal application when appropriate.

14.23 Assignments of volunteers will be based on assessed skills, interests and experiences of each individual with every effort made to provide suitable tasks.

14.24 Relatives of persons currently employed by the Library are eligible to volunteer but will not be working directly for or supervising a relative.

14.25 Volunteers will be given an orientation to the library and will be trained to perform their specific duties as needed.

14.26 Volunteers will abide by applicable provisions of TFML Policies and Procedures, in particular, Personnel and Sexual Harassment Policies.

14.27 The Library requires that volunteers perform their duties in an appropriate professional manner because the public will view them as representatives of the Library. Volunteers who make a commitment to assist the Library at certain times or on certain dates should make every effort to honor that commitment and, if circumstances make that impossible, to inform the Library as soon as possible. The Volunteer Coordinator will assist volunteers in dealing with any performance or attendance issues that may occur.

14.28 Volunteers may resign from their service at any time and the Library may discontinue the acceptance of a volunteer's services with or without cause or notice at any time.

#### 14.3 Coordination of volunteer activities

14.31 The Library Director will designate a paid staff member as Volunteer Coordinator, and a back-up person to oversee the Volunteer Program.

14.32 The Volunteer Coordinator will establish a recognition program to commemorate volunteer service.

14.33 Volunteers report directly to and are supervised by a designated staff person in the work area to which they are assigned.

#### 14.4 Confidentiality

Patron information is confidential and volunteers will not discuss or share such information with others.

Adopted: 8/24/99

Reviewed: 5/28/02

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