Sevier County Public Library System
Volunteer Policy

Volunteer Orientation and Training

Before beginning your regular volunteer assignment, the Volunteer Coordinator will discuss the following items with you:

- Receive a tour of the building;
- Be introduced to library staff;
- Review Volunteer Handbook;
- Review job duties and expectations;
- Confirm work dates, times and anticipated duration of your participation;
- Review sign-in and sign-out procedures;
- Provide training on any new skills needed to perform assigned tasks;
- Discuss procedures for obtaining, using, and caring for needed supplies;
- Provide safety orientation;
- Review locations of parking, restrooms, water fountains, first aid kits, and places for your personal items such as purses/coats, etc.

Reporting For Duty, Keeping Worked Hours

You need to report to the Volunteer Coordinator (or person in charge) upon arrival. The Volunteer Coordinator will provide instructions for storing coats, bags and other personal items. Please do not bring valuable items to work. You must sign-in at the beginning and sign-out upon completion of your shift, noting the total number of hours that you worked. Keeping an accurate tally of volunteer work hours is very important.

Assigned Job Duties

While volunteering at the library you will have a variety of opportunities to participate. When you arrive you should check in with the Volunteer Coordinator if they are on duty and if not, with the staff at the reference desk on the 2nd floor, who will assign your tasks for the day which may include activities such as: weeding newspapers, shelving books and other materials, couponing, working on the library history scrap book, looking for lost books, shifting books on shelves, reading shelves to get them in proper order, or other special projects in preparation for special programs or events.

Volunteers are not allowed to work service desks and fill the roles of staff members due to confidentiality laws including TCA code 10-8-101-103. At no time should you be behind a desk, on staff computers, or viewing confidential patron information. Doing so would be grounds for dismissal from your volunteer duties with us.

Appearance

Volunteers are ambassadors for the Library and need to present a positive image to the public. It is expected that each volunteer's dress and grooming will be appropriate for a business environment and in keeping with his or her work assignment. If a volunteer is dressed in an inappropriate manner, they may not be able to work their shift.

Name Tags

We have many volunteers and want to get to know each of you. To accomplish this we will need your help. Please introduce yourself to staff and other volunteers. Always wear your name badge while working in the library. It is important for library patrons to be able to identify individuals who are able to help them with directions and information. Volunteers should report lost name tags immediately to their supervisor for replacement.

Customer Service

Many volunteers come into contact with Library patrons and may well be the first official contact a patron has with the library. It is important, therefore, that volunteers maintain a professional, friendly demeanor at all times.

Volunteers are asked to direct all questions to a staff member. Staff members are trained to deal with questions about the library's collections, services, policies and procedures.

Attendance and Absenteeism

As a volunteer member we depend on you to complete your scheduled shifts. We do understand that from time to time certain situations may arise that prevent you from doing so. Please alert the Volunteer Coordinator of any scheduled absences – such as vacation – as far in advance as possible so that an appropriate substitute may be found. In the event of an unscheduled absence – illness or emergency – please alert the Volunteer Coordinator as soon as possible, preferably before your scheduled shift begins. If absenteeism becomes excessive your volunteer relationship with the Library will be reevaluated.

Personal Data

Volunteers are responsible for updating personal data, such as change of address, contact telephone number, etc. with the Volunteer Coordinator.

Representing the Organization

Volunteers are only authorized to act as a representative of the Library if specifically tasked with this responsibility. Please consult with, and receive permission from, the Volunteer Coordinator before engaging in any actions which may affect or hold the Library liable including but not limited to, public statements to the press, signing contracts or entering into financial agreements, or lobbying or forming partnerships with other organizations.

Ending Your Volunteer Service

You may resign from your volunteer service with the Library at any time. We request that you notify the Volunteer Coordinator ideally two weeks prior to your departure and request that you complete the Exit Interview process.

Problem Solving Procedure

When a group of people work and volunteer together, problems may arise. It is important to all of us that such problems are solved as quickly as possible. Occasionally, however, it may be necessary to investigate certain problems in greater detail. Please submit or inform the Volunteer Coordinator at least within three (3) working days after a problem has occurred. We are interested in finding a solution to any problem or concern you might have while volunteering at the Library. The Volunteer Coordinator will attempt to resolve your problem; if unable to do so the Director, the Administration, and the Manger(s) will we asked to handle the issue at that point.

Dismissal

Dismissal of a volunteer is a serious consideration. Before a volunteer is dismissed attempts to reconcile the solution will be made including a meeting between staff and volunteer(s) involved, the Volunteer Coordinator, and, if appropriate, the Director and the Administration. Dismissal of a volunteer may take place if a volunteer is unreliable, irresponsible, disruptive, demonstrates inappropriate behavior, or fails to adhere to the policies and procedures of the Library.These guidelines are based on cumulative infractions, regardless of whether the infraction is of the same general nature as a previous warning.

Exit Interview and Exit Checklist Process

We encourage all volunteers to participate in an exit interview before leaving the Library, regardless of your reason for leaving. You may also request a letter of reference or referral at this time. The exit interview is your opportunity to communicate your views about the position, your department, management, the operations of the Library, and any other relevant information you feel it is important for us to know.

Confidentiality Agreement

Due to the nature of the work you may be doing as a Library volunteer, you will be asked to sign a confidentiality agreement. We expect you to abide by the Library's rules and regulations, and by signing this document you acknowledge that you agree to refrain from the unauthorized use or disclosure of any proprietary information.

Policy Against Harassment

The Library is committed to maintaining a work environment free of unlawful harassment. The Library policy prohibits harassment based on sex (including sexual harassment, gender harassment and harassment due to pregnancy, childbirth or related medical conditions) and harassment based on race, religion, creed, color, national origin or ancestry, physical or mental disability, medical condition, marital status, age, sexual orientation or any other status protected by federal or state law or local ordinance or regulation. All such harassment is unlawful. The Library's policy applies to all persons involved in the operation of the Library (both employees and volunteers) and prohibits unlawful harassment by any volunteer/employee of the Library including supervisors and co-workers.

Examples of sexual harassment may include, but are not limited to:

- Physical, unwelcome touching;
- Verbal conduct such as epithets, derogatory jokes or comments, slurs, or unwanted sexual advances, invitations or comments;
- Visual conduct such as derogatory and/or sexually oriented posters, photography, cartoons, drawings or gestures;
- Threats and demands to submit to sexual requests as a condition of continued employment, or to avoid some other loss, and offers of employment benefits in return for sexual favors;
- Inappropriate conduct or comments consistently targeted at only one gender, even if the content is not sexual;
- Retaliation for having reported or threatened to report sexual harassment.

This behavior is unacceptable in the workplace itself and in other work-related settings such as business trips and business-related social events.

Equal Opportunity

SCPL does not discriminate in employment of volunteers, opportunities or practices on the basis of race, color, religion, sex, national origin, age, disability, or any other characteristic protected by law.

Volunteers Under The Age Of 18

See Sevier County Government Handbook for Directives.

Court-Ordered Volunteers

The Library accepts volunteers who are ordered by the court to provide community services. It is understood that while the Library is not required by law to accept anyone the court refers, many of these individuals are talented and skilled people who made a mistake and want to work through the incident. The Library has the option to not accept or to terminate individuals at the Library's discretion. Court-ordered services involve teens and adults working at the Library as restitution for offenses committed in the community. Such people are convicted of driving under the influence (DUIs), driving while intoxicated (DWIs), and minor traffic infractions (e.g., no automobile insurance, speeding, or excess parking tickets), truancy, and possession of a controlled substance. The Library will not accept individuals who commit crimes such as robbery, purse snatching, stealing, or similar offenses, or crimes against persons.

Smoking

In response to state and local laws and building code, smoking is not permitted in our building or on our grounds including vaping/e-cigarettes. This includes private offices and other common areas.

Telephone And Equipment Use

The Library is a place of business. Ask a staff member if you need to make a telephone call. Please keep all calls brief and quiet. Long distance phone calls are not allowed. Library owned equipment and supplies are for Library use only and may not be used for personal business.

Pets

Pets (dogs, cats, reptiles, birds, and any other type of live animal), although beloved, are not allowed in the workplace due to building regulations. This rule does not apply to service animals that are trained.

Solicitation

Solicitation by non-staff members for any reason on company property is not allowed. Employees/volunteers may solicit or distribute literature for various groups, or organizations, for reasons including charitable ones.

Substance Abuse

The possession, use or sale of illegal drugs is never acceptable in our Library environment. Also, the abuse of prescription and over-the-counter drugs and alcohol can compromise your job performance and conduct. We recognize that substance abuse can be successfully treated. Seeking help or assistance is not considered grounds for discipline, but refusal to get help in certain circumstances may be. It is your responsibility to get professional help to improve your performance or conduct.

Guns/Weapons

The possession, use or sale of guns, weapons, knives, and explosive materials, or anything that could be considered harmful to a person's health or body, is not acceptable in the Library environment or on library premises.

Recognition

Recognition is an important component of a volunteer program and is one of the ways the Library can say "Thank You" to a volunteer. Volunteers will be honored during National Library Week and other times throughout the year. Documentation of hours is essential in order to recognize milestone hours donated.

Employment

Volunteers who are interested in paid employment with the Library should submit an application for posted positions and will compete with all other applicants responding to notices for available positions.

Work Related Accidents

If you are injured while on library property while volunteering your time, please notify a staff member or the Volunteer Coordinator who should notify the Library Director immediately, or other administration in her absence, to take the appropriate steps to insure your safety, health, and well being. There are guidelines to be followed under worker's compensation laws which the library follows in accordance with county guidelines. If the Volunteer Coordinator, library director, or other administrative staff are not on duty at the time of your accident, if able, please ask a staff member to contact the library administration by phone.

Volunteer Agreement Signature Form

To be read, signed, and returned to the volunteer coordinator before beginning any volunteer activities.

I, _____ , (Please print your name)

have received a copy of the Sevier County Public Library Volunteer Handbook and agree to follow the policies and procedures as listed in the handbook.

_____(Sign/Date)

Return to:

Volunteer Coordinator
Sevier County Public Library System
408 High St.
Sevierville TN, 37862

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