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SERVING GRANITE CITY, MITCHELL, AND PONTOON BEACH

## **Volunteer Policy**

The Six Mile Regional Library District's Volunteer Program is designed to expand and enhance service to the community. Volunteer time, energy and goodwill are invaluable assets to the Library because volunteerism enhances the Library's ability to provide opportunities for direct public participation in library services. It also strengthens and deepens the Library's relationships throughout the community. Volunteer opportunities offer citizens a way to contribute to the community, fulfill personal goals, achieve a sense of satisfaction, and learn more about the Library. Volunteers generally provide support services to paid staff; work on special projects; or assist the Friends of Six Mile Regional Library District and are expected to act in accordance with library policies and to reflect positive customer service attitudes to all library patrons. Volunteers do not replace paid staff, particularly members of the American Federation of State, County, and Municipal Employees, Council 31.

### **Procedure:**

#### **Selection of Volunteers**

Volunteers are selected based on their qualifications in relation to the needs of the library at any given time, and their ability to commit to a consistent schedule of volunteer hours.

Prospective volunteers are required to complete an application, participate in an interview, and must have a clear background check. Applicants under the age of 18 must also have signed permission from their parent or legal guardian; they will not undergo a background check. If there are no suitable volunteer opportunities, application forms will be kept on file for a period of one year. Applicants will be called if a project is identified which matches their interests and/or qualifications.

#### **Training and Supervision**

The Volunteer Coordinator organizes the volunteer program and is available to discuss assignments, concerns, or questions. Volunteers will receive specific training in their assigned duties from the library staff member who directly supervises their work. Volunteers are trained for routine, recurring tasks and/or occasional special events. Occasional meetings will be scheduled for volunteers as appropriate.

## **Guidelines for Volunteers**

1. The minimum age requirement for a volunteer is 13.
2. Volunteers will work a minimum of 2 hour shifts and will not work more than 10 hours per week at the library. The library cannot guarantee hours or completion of hours by a certain deadline.
3. Volunteers must dress appropriately and maintain a high level of personal hygiene. Clothing must be clean and tidy and appropriate to the functions to be completed.
4. Individuals donating time to the library under the auspices of any other unit (scouts, church, or community organization) may identify themselves with the unit, but may not promote it while volunteering in the library.
5. Volunteers will make sure to track their volunteer hours and report the hours to the Volunteer Coordinator.
6. If a volunteer cannot fulfill the commitment to the assigned shift or task, notification should be given to the coordinator, preferably 24 hours in advance. In the case of emergency, notice should be given as soon as possible.
7. Volunteers are bound by the policies and procedures of the Library, especially as related to behavior, privacy, and confidentiality.
8. Should a volunteer have a grievance with a staff person, another volunteer, or library customer every attempt will be made to handle the situation through the Volunteer Coordinator or another library manager.
9. Volunteers should expect to fulfill a commitment mutually agreed upon with the library.
10. The Six Mile Regional Library District reserves the right to terminate the services of the volunteer.