

Library Volunteer Policy

Mission Statement

The Fontana Regional Library system (Library) provides the public of Jackson, Macon, and Swain counties with excellent service and convenient access to resources for their educational, informational, and recreational needs.

Fontana Regional Library Volunteer Policy

The Fontana Regional Library shall use the services of volunteers to supplement the efforts of paid library staff in meeting demands for quality public service. Volunteers aid the library in making the best use of its fiscal resources and contribute to sound working relationships with community groups and organizations. Volunteers are liaisons to the community and by their contribution are advocates for quality library service. The library and its volunteers work together to meet the goals and mission of the organization.

Volunteers generally provide support services to staff and/or work on special projects. Because we rely upon our volunteers to help provide services, it is essential that a volunteer make a real commitment to the library.

Volunteers are expected to act in accordance with library policies and to reflect positive customer service attitudes to all library patrons.

The Fontana Regional Library shall make use of the services of interested volunteers to supplement and not to replace the work done by library staff.

Definition of a Volunteer

One who performs a service of his or her own free will. One who contributes time, energy, and talents directly or on behalf of the Fontana Regional Library and is not paid by library funds.

All volunteers must be accepted by the library prior to performance of assigned tasks.

How to Become a Volunteer

All potential volunteers are required to fill out a Volunteer Application Form.

Potential volunteers under age eighteen must have the application signed by a parent or legal guardian.

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Potential volunteers under age fourteen must also submit a letter of recommendation from their teacher, principle, etc. stating why he or she should be considered a volunteer for the Fontana Regional Library.

Potential volunteers are selected based on their qualifications in relation to the needs of the library at any given time.

Potential volunteers under consideration may be subject to a background check.

Acceptance of an application is at the library's discretion.

Supervision

Each volunteer will have an on-site supervisor and is expected to follow the procedures established by that staff member. This supervisor is responsible for day-to-day management and guidance of a volunteer's work and will be available for consultation and assistance. Volunteers should feel free to ask any questions of this person or report any problems or concerns about their assignment.

Responsibilities of Volunteers

Volunteers are expected to perform their assigned duties to the best of their abilities and to be loyal to the mission, values, goals and policies of the library. All volunteers should keep their supervisor informed of their projects and work status and of their comings and goings in the library.

Volunteers agree that the library may at any time, for whatever reason, decide to terminate the volunteer's relationship with the library or to make changes in the nature of their volunteer assignment.

Volunteers who fail to meet the requirements of the job descriptions, violate library policies, or violate local, state or federal law while working at the library are subject to dismissal and/or prosecution.

Volunteers should not use library owned equipment and supplies for personal use.

Confidentiality of Library User Records

Volunteers will be familiar with and agree to abide by the Confidentiality of Library Records State Statute, as well as all other library rules and policies.

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North Carolina General Statutes

§ 125-19. Confidentiality of library user records.

(a) Disclosure. – A library shall not disclose any library record that identifies a person as having requested or obtained specific materials, information, or services, or as otherwise having used the library, except as provided for in subsection (b).

(b) Exceptions. – Library records may be disclosed in the following instances:

- (1) When necessary for the reasonable operation of the library;
- (2) Upon written consent of the user; or
- (3) Pursuant to subpoena, court order, or where otherwise required by law. (1985, c. 486, s. 2.)

Safety and Security Policy

Volunteers are asked to be alert at all times to safety hazards and to report unsafe acts or conditions to their supervisor immediately. Volunteers should also notify their supervisors of any assignment which causes physical discomfort or which could lead to personal injury. All injuries, whether minor or serious, must be reported directly to your supervisor or the Volunteer Coordinator.

Drug and Alcohol Free Workplace Policy

Use of alcohol or illegal drugs in the workplace or reporting for duty under the influence of drugs or alcohol is prohibited.

Workplace Harassment Policy and Workplace Violence Policy

All volunteers, employees, supervisors, and members of management, both male and female, are strictly prohibited from sexually harassing or making improper advances towards other volunteers, guests, employees, supervisors, or members of management. Sexual harassment includes unwelcome or unsolicited verbal, physical, or sexual conduct that is made a term of condition of service or employment, is used as the basis of employment or advancement decision, or has the purpose or effect of unreasonably interfering with work or creating an intimidating, hostile, or offensive environment. Any sexual harassment needs to be reported immediately to the volunteer's supervisor or the Volunteer Coordinator.

Workplace Bullying and Psychological Harassment

Fontana Regional Library prohibits workplace bullying or psychological harassment to the end that all employees/volunteer are afforded the opportunity to work in an environment that is healthy and safe and free from bullying. Any employee/volunteer who perceives himself or herself to be the victim of workplace bullying or psychological

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harassment is encouraged to promptly report the same to an appropriate supervisor. FRL will investigate all allegations of workplace bullying or psychological harassment and will exercise appropriate remedial or disciplinary action. FRL further prohibits retaliation against any employee/volunteer reporting workplace bullying or psychological harassment, will investigate all allegations of retaliation and will exercise appropriate remedial or disciplinary action.

Job Orientation and Training

The supervisor in charge will be responsible for providing job orientation and training at the beginning of a new volunteer's assignment.

Court-Ordered Community Service

We may accept court ordered community service workers at the library's discretion.

The Friends of the Library

The Friends of the Library is a volunteer organization established as 501(c) (3) non-profit charities. They are governed by separate Boards of Directors that set their policies and oversee their operations and expenditures. The Library is neither responsible nor liable for the policies or activities of these organizations. This Volunteer Policy does not extend to the separate, outside activities of these or any other organizations that use or support the Library. However, if members of these organizations volunteer to work in the Library, they are individually subject to this policy, just as any other volunteer.