Welcome! Thank you for your interest in serving as a volunteer at the Glenwood City Public Library. The mission of the Glenwood City Public Library is to provide quality materials and services which fulfill educational, informational, cultural, and recreational needs of the entire community in an atmosphere that is welcoming, respectful, and businesslike. The Glenwood City Public Library seeks to empower volunteers to use their talents in a way that brings them personal satisfaction and makes a contribution toward providing the best public library service in our community.

**Definition:**

A volunteer shall be considered any individual, 12 years or older, who assists with work done at the Glenwood City Public Library without payment.

**Role of Volunteers:**

Staff and volunteers partner as a team to implement the mission and vision of the library. Because we rely upon volunteers to help provide service, it is essential that a volunteer have a strong commitment to their volunteer service at the library.

**Volunteer Selection:**

A volunteer application and interview must be completed before anyone can serve as a volunteer at the library. Volunteers are selected based upon their skill and abilities and the needs of the library. A criminal background check may be required, depending on the nature of the volunteer position.

**Volunteer Rights**

* Receive a clear job description
* Be carefully interviewed and appropriately assigned
* Receive training
* Do meaningful and satisfying work
* Be seen as belonging, through inclusion at social functions, relevant meetings, etc.
* Be supported in your role
* Be safe on the job
* Have choices and feel comfortable about saying "no"
* Receive feedback on your work
* Receive recognition for your contribution

**Volunteer Responsibilities (as a volunteer you are expected to)**

* Be reliable and punctual
* Be trustworthy
* Respect confidentiality
* Respect the rights of people you work with
* Carry out the specified job description or let us know if the assignment doesn’t meet your expectations or needs
* Give feedback (i.e. participate in evaluations when asked)
* Be accountable and accept feedback
* Be committed to the program
* Avoid overextending yourself
* Acknowledge decisions made by the staff or the organization
* Address areas of conflict with the director and allow them to take the lead with staff
* Undertake training
* Sign in and out when volunteering
* Ask for support when it is needed
* Notify your supervisor ASAP if you will be late, sick, taking a vacation or otherwise can’t make it

**Volunteer Job Description**

**General Requirements:**

* Willingness to work in the library environment
* Ability to interact with customers, library staff, and other volunteers in a positive, pleasant manner

**Dress Code**

* Clean and neat attire. You are representing the library and the municipality as a volunteer.

**Dependability:**

* Willingness to follow supervisory direction
* Willingness to learn and to do the assigned work effectively
* Willingness to complete any training related to the assigned work
* Willingness to be supportive of the library and its policies

**Preferred Skills:**

* Ability to follow direction
* Attention to detail
* Organizational ability
* Manual and physical dexterity
* Knowledge of alphabetical order and decimals

**Tasks That May Be Performed By a Volunteer**

* Shelf Reading (mandatory)
* Shelving material under supervision
* Helping with programs and projects
* Basic research under the supervision of reference staff
* Processing of library materials (new or discarded)
* Assistance with Marketing and promotion of library events and activities
* Filing
* Program prep
* Special events
* Helping with material selection
* Other tasks as assigned

**Benefits of Being a Volunteer**

* Feeling good about yourself
* A feeling of accomplishment
* Being of service to your community
* Recognition by staff, community, friends, etc.
* Special “perks” offered by the library
* Chances at Continuing Education Opportunities
* References provided
* Meeting new people and making new friends
* Getting to know the library procedures, policies, the effort it takes to run and maintain a library
* Job training for future jobs

**Disciplinary Action**

* Verbal Warning
* Written Warning
* Dismissal

I have read and understand the Glenwood City Public Library Volunteer Policy.

Signature:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_