**Library Volunteer Leaders - Notes**

**5-12-21 1:30 EST**

**Host: Wendy Johnson, Indianapolis Public Library**

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Hello, Friends –

Thank you everyone for your insights related to home delivery and how you identify your program and volunteer roles.

We continue to work through topics for volunteer handbooks/orientation/training. This is also the Hot Topic on GetInvolved for May. Carla’s been collecting handbook examples and has a link to a related webinar, <http://www.getinvolvedca.org/>. We’ve been collecting our own samples, too:

* Sue, Columbus Public Library, sent a volunteer confidentiality (see below)
* Wendy M, provided a volunteer personal appearance and confidentiality statement (also below)

Please, take care!

Wendy J

Meetings will be held every Wednesday at 1:30 EST for an hour until further notice. We’ll use the same Zoom link each week. Please share the link with fellow library volunteer leaders…**the more smart people the better**.

Zoom:  <https://us02web.zoom.us/j/85199850785?pwd=WHorb3h2ckgvZjhZT1BOVWxEMzhlZz09>

Access Code: Volunteer

**Topics Discussed**

**Material Delivery to Homes**

* There appear to be two models: one-to-one, volunteer-to-patron and delivery routes. Some systems have both models running concurrently.
* Volunteers have varying degrees of interaction with the patrons’ account/book selection. One system has two dedicated volunteers who make selections for all home delivery patrons who receive materials in a delivery route model. Another uses specialists to make selections & readers advisory; volunteers only deliver.
* Challenging patrons are frequently served directly by library staff/departments.
* The goal, as patrons move from home to assisted living/rehab, is to provide continuous service. Therefore there may be a shift from volunteer to staff on a temporary basis.
* 3 Routes with 3 different volunteers deliver once a month
* Library Mail Service - <https://www.wccls.org/librarymailservice> . Zippered pouches with exterior slot for patron address card. Then the patron flips the card over for the returns.
* "Library by Mail" but we actually use USPS to deliver and return the bags.
* All deliveries through US Mail
* Open to all ages – marketing it more as a broad service
* Our Community Outreach Department is making plans for a library van (not quite a Bookmobile, but similar) with the ability to bring materials to communities, including wireless printing and checkouts.
* Volunteers who deliver
  + Proof of insurance & driver’s license – collected annually – required by insurance company
  + Sign a risk and release form
  + Background check and motor vehicle check
  + Sign a privacy sheet similar to what librarians have to sign
* Program names:
  + Words on Wheels
  + Books on Wheels
  + Home Delivery
  + Visiting Library Service (but they are planning to drop the “visiting” from name)
  + Library Express
  + Homebound
  + Library Delivery
  + Services to Adult Readers (STAR)

**Handbook/Orientation/Training Topics**

“We've tried to balance our handbook with necessary clear language with flexibility to avoid sounding like a rigid organization.”

* Code of Conduct
  + Dress Code
    - See the table in the sample below
    - Different roles may allow for or require different attire
    - Start with a base set of rules, then defer to the volunteer’s supervisor for specifics
    - Dress code mirrors staff. Period. Branches don’t get an option to vary.
    - Moved from rigid to relaxed (not distracting or offensive) – fewer barriers for volunteers
    - Be aware of the volunteer age and availability of clothing for age
    - T-shirts provided for volunteers. Not many. Summer volunteer t-shirt for teens. Gift them, but they are not required, many do.
    - We have no dress code for volunteers overall, just a specific need for particular job description.
    - Only one role requires closed toed shoes, but that’s the only change in the role.
    - For consistency our policies are district wide which seem to work...
    - I modified our staff dress code for volunteers, and included jeans and shorts.
    - No dress code for volunteers
  + Include the ALA code of Professional Ethics
  + Tatoos & piercings
    - Piercings are okay. Tattoos just need to be “non-offensive”
    - “I had a Library Director once say if he couldn't hire people with tattoos or piercings, he'd be hard pressed to find staff in the future. Thankfully our Library is SUPER open!” (Jessica)
  + Weapons – CAUTION: get legal counsel for this section
    - Our library policy is no firearms on site, with a sign posted at the front door.
    - We follow employee policy
    - Library policy prohibits firearms on the property
    - Illinois gives businesses the right to prohibit firearms
    - Compare to staff policy
  + Smoking – signs on building
  + Cell Phones
    - Part of the rules of conduct
    - Ours is depending on where they are in the agency. If museum, then no. Research Library, they can decide with supervisor. Talking book, depends on what they are doing
    - Cell phone jail (the basket at the door or your locker) vs. allowing staff to carry their phone and use the apps as a teaching tool for patrons. Often access to tools is faster this way than going to the desks or a computer. There’s actually a library which issues iPads to their employees even for personal use that they keep on the floor as a tool. (Our library has done the iPad for staff. It's been transformative! (Jessica))
    - Program lead/staff decide if volunteers can have cell phone
    - Just don’t abuse the privilege; take conversation to private space away from patron area
    - And cell phones are used as timepieces by many volunteers (our library has a few clocks, but they are not visible depending on where you are in the building).
  + Evangelizing/Solicitation
    - If a patron is asking for food/money let a staff member know
    - Example: Church of Latter Day Saints volunteer group wear name badges. Set expectation, no evangelizing, but if a patron asks, then the volunteer must step away from volunteer role first.
    - Share if it’s okay to post “house for sale”, Tupperware-type fliers…and where
  + Grooming/Hygiene
    - Scent free zone. Chemo patients have issues with various scents.
    - Hygiene kits available for patrons and volunteers
    - We have signs in our bathrooms and common areas to remind people to be careful with scents. They came from HR.

**Training Opportunities**

* Thursday, May 13, 2:00pm EST, [Engaging Volunteer Leaders](https://offers.sterlingvolunteers.com/en-us/live_webinar_engaging-volunteer-leaders?utm_campaign=SV_AMER_US_2021_Q2_Webinar_Engaging%20Volunteer%20Leaders&utm_medium=email&_hsenc=p2ANqtz--Eb0d3hZOc7Fbw8opfiKOiQnNe7h3L4D1f7Jd90ebv596gYI5gTWhFYqZy7MMAxMR5ZIaJYpjgPJICvMOdbqfZWYkhdg&_hsmi=121804010&utm_content=121804010&utm_source=hs_email&hsCtaTracking=3ea25843-f607-45fd-862d-e5201f051a47%7Cf978693a-3864-4141-8b89-687b9e8e3766), Beth Steinhorn. Free
* “[2021 Texas Volunteer Management Conference, Shaping the Future of Volunteerism](https://www.texasvmc.org/)”, 100% Virtual, May 13 & 14. $20 for Student/AmeriCorps, $35 General Admission. One of the topics is “Hold ‘Em or Fold ‘Em: How to Inspire, Move, or Fire Challenging Volunteers” with Dana Litwin.
* Thursday, June 3 – No “One Right Way:” Creating New Systems for Volunteer

Engagement -- 10 am – 11 am Pacific time, free

Register here: <https://attendee.gotowebinar.com/register/2124039175063372557>

* Points of Light Conference, [Registration is open](https://events.bizzabo.com/297882?utm_medium=email&utm_content=119715489&utm_source=hs_email). July 14-16, virtual. Early bird $99 through April 30.

**On-going Educational Resources**

* Volgistics National Peer Group – on-line – 2nd Tuesday of the Month – free!

FMI contact Jessica Link, [linkj@crlibrary.org](mailto:linkj@crlibrary.org). Recordings are available after you sign a release.

* Join the GetInvolved list serve by emailing Carla, [clehn@califa.org](mailto:clehn@califa.org). Fabulous resource with samples, current news & updates.
* VolunteerMatch. Free sessions on many of the topics we discuss in this group.: <https://learn.volunteermatch.org/>

**Future Topics**

* Handbook section by section
* Opportunities without on-boarding barriers? Pop-up volunteering.
* Teen Advisories / Summer Program
* MLS programs lacking volunteer content: Rebecca
* Circle Back for updates:
  + University of North Carolina – Charlotte (UNCC) Class Project Update – Chauna
  + Our leadership role, what new things are we doing? Resources to share?

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**Volunteer Confidentiality and General Agreements**

Confidentiality Law (Section 149.432 of the Ohio Revised Code), passed in 2000, provides that:

Library records and patron information are confidential except if the parent, guardian or custodian of a minor child requests a library record or patron information pertaining to that child and in certain other situations.

I understand that as a volunteer of Columbus Metropolitan Library, I may become privy to patron record information as part of my volunteer responsibilities. I understand that customer records are confidential and a “need to know” rule applies to the viewing of all patron screens.

All records concerning library customers and materials used or checked out by patrons are confidential in nature and will not be released to a federal, state or local agency or any other persons unless requested by a court with legal jurisdiction. I understand that I will not handle requests for this information, and all requests will be referred to my location manager, supervisor, or another senior staff member.

I acknowledge having read this above statement concerning Patron Record Confidentiality and the CML Volunteer Confidentiality Policy and agree to abide by these policies and ask questions whenever I am unsure of how to apply the confidentiality standards.

Volunteer Name (Please print) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

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I certify that all statements made on my application are true and correct to the best of my knowledge, and I agree and understand that if I am accepted into the Columbus Metropolitan Library volunteer program, any false statements may result in my dismissal from the program.

I grant the library full permission to use my name, any photographs, videos, motion pictures, or recordings obtained through the volunteer program for any publicity and promotional purposes without obligation or liability to me.

I acknowledge that there is no salary or other compensation for my services as a volunteer.

I understand that Columbus Metropolitan Library shall not be responsible for the loss or damage of personal property and possessions of the volunteer.

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Volunteer Signature Date

**Volunteer Personal Appearance Guidelines**

Dauphin County Library System, hereafter known as The Library, strives to maintain a workplace environment that is well functioning and free from unnecessary distractions and annoyances. As part of that effort, The Library requires volunteers to maintain a neat and clean appearance that is appropriate for the workplace setting and for the work being performed. To that end, The Library staff may determine and enforce guidelines for workplace-appropriate attire and grooming for their areas; guidelines may limit natural or artificial scents that could be distracting or annoying to others.

Volunteers are expected to present a professional, businesslike image to members, business associates, visitors, co-workers, and the public. Acceptable personal appearance, like proper maintenance of work areas, is an ongoing requirement of volunteering with The Library.

Supervisors should communicate any department-specific workplace attire and grooming guidelines to volunteers. Any questions about the department’s guidelines for attire should be discussed with the immediate supervisor.

The Library recognizes the importance of individually held religious beliefs to persons within The Library. The Library will reasonably accommodate a volunteer’s religious beliefs in terms of workplace attire and appearance unless the accommodation creates an undue hardship. Accommodation of religious beliefs in terms of attire and appearance may be difficult in light of safety issues for volunteers. Those requesting a workplace attire or appearance accommodation based on religious beliefs or medical necessity should be referred to the Human Resource Department.

Any volunteer who does not meet the attire or grooming standards set by his or her department will be asked to change into conforming attire. If a volunteer’s poor hygiene or use of too much perfume/cologne is an issue, the volunteer may be required to go home, properly groom, and return to volunteer.

The following list is to provide guidance but is not intended to be all-inclusive. If ever in doubt, think business first, and casual second.

**Clothing must be clean and free of rips, tears and fraying;**

**cannot be excessively tight or revealing.**

|  |  |
| --- | --- |
| **Appropriate** | **Inappropriate** |
| ***Slacks*** | |
| * Casual pants * Khakis, chinos or corduroys * Jeans * Capris, crop pants * Dress pants | * Sweatpants, exercise wear * Cargo pants * Leggings (except under a dress or tunic top that extends to the knee) * Low-rise or hip-hugger pants or jeans |
| ***Shirts*** | |
| * Polo collar knit or golf shirts * Oxford or collared shirts * Shirts or T-shirts with writing * Shirts or blouses (long & short-sleeve) * Sleeveless dress shirt (women’s) * Turtlenecks or crewnecks * Blazers or sport coats * Jackets, sweaters, cardigans, sweatshirts | * Beachwear * Tank tops, spaghetti straps or halter style (unless worn under appropriate shirt item) * Exercise wear * Crop tops, clothing showing midriffs |
| ***Shoes*** | |
| * Boating or deck shoes, moccasins * Sandals, open-toe shoes, slides * Casual, low-heel, open-back shoes (e.g., mules, sling backs) * Sneakers, tennis shoes * Dress shoes or dress boots * Loafers | * Flip flops, beachwear shoes * Croc-like sandals, rubber/casual |

***Other***

|  |  |
| --- | --- |
| * Dresses (length not more than two finger-widths above the knees while standing) * Denim clothing (any kind) * Pant Suits * Shorts & Skirts (length not more than two finger-widths above the knees while standing) * Piercings:   Ears – Earrings must be professional in appearance & meet safety standards.  Nose - Tiny stud only | * Any clothing with political statements or inappropriate language or graphics * Hats, billed caps * Revealing clothing * Piercings – other * Manager/Supervisor in charge may ask that tattoos be covered while working |

***DAUPHIN COUNTY LIBRARY SYSTEM***

***STATEMENT OF CONFIDENTIALITY***

As a volunteer for the Dauphin County Library System, I understand that some of the duties I will be accomplishing will involve information that will be considered confidential.

I acknowledge my responsibility to respect the confidentiality of the employees, volunteers, contributors and patrons of Dauphin County Library System and to follow established procedures that are designed to protect their privacy and the confidentiality of any and all information to which I am exposed.

I further understand that if I am found acting in an indiscreet, inappropriate or illegal manner involving confidential material or not protecting the privacy of an employee, volunteer, contributor or patron my service as a volunteer may be terminated. I understand this action to be necessary in order to maintain the high professional standards required by law and of Dauphin County Library System.

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Signature of Contractor Signature of Human Resources Specialist

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Date of Signature Date of Signature

**Written Volunteer Policies/Handbook or Manual**

Identify which of the volunteer policies the agency maintains (check all that apply):

|  |  |  |  |
| --- | --- | --- | --- |
| **Policy** | **Included** | **Not Included** | **Not Necessary** |
| Abuse/Neglect policy (boundaries, gifts) |  |  |  |
| ADA compliance statement |  |  |  |
| Code of conduct (dress code, concealed weapons, non-smoking, cell phone use, and non-evangelizing policies, etc.) |  |  |  |
| Confidentiality statement (including HIPAA) |  |  |  |
| Conflict of interest |  |  |  |
| Diversity statement |  |  |  |
| Drug free workplace |  |  |  |
| Emergency preparedness response plan (fire, weather, disaster, etc.) |  |  |  |
| Equal opportunity employer |  |  |  |
| Evaluation |  |  |  |
| Expense & reimbursement policy |  |  |  |
| FAQs |  |  |  |
| Food handling policy |  |  |  |
| Grievance procedure |  |  |  |
| Harassment and discrimination policy |  |  |  |
| Hold harmless agreement |  |  |  |
| Mission & service overview |  |  |  |
| Organization history |  |  |  |
| Orientation & training requirements |  |  |  |
| Photo release |  |  |  |
| Position descriptions |  |  |  |
| Recognition |  |  |  |
| Roles & responsibilities of staff volunteer supervisors |  |  |  |
| Safety training & use of organizational property (computers, vehicles, etc.) |  |  |  |
| Screening Requirements (incl. background check & health screening) |  |  |  |
| Social media policy |  |  |  |
| Staff structure & contact information |  |  |  |
| Statement as to the role of volunteers |  |  |  |
| Time tracking & attendance |  |  |  |
| Volunteer rights & responsibilities statement |  |  |  |
| FAQs |  |  |  |
| Other: |  |  |  |