

Denver Public Library

Volunteer Policy

Policy Statement:

The Denver Public Library welcomes volunteers who wish to give their time and talents to assist the library staff in the operation and programming of the library. The library recognizes the need of volunteers to maintain the quality of service to our patrons and will provide meaningful work which makes use of the volunteer's talents, expertise, training, and interests.

Regulations:

In order to ensure that volunteers understand their role in providing quality service to our patrons, the following guidelines for volunteers working in the library setting have been set in place:

1. Volunteers will not receive compensation for any work performed at the library.
2. Volunteers will NOT take the place of established paid staff positions, but can be trained to work at the circulation desk, answer phones or fill in for absent staff members if qualified to do so. The library director will determine if a volunteer is qualified to work directly with patrons and what jobs they will be trained to do.
3. Volunteers will work under the supervision of the paid staff person on duty.
4. Volunteers must be friendly and courteous to all patrons and must follow the same customer service guidelines as paid staff.
5. Volunteers must respect the same patron privacy and confidentiality laws as paid staff.
6. Volunteers are NOT covered by Workman's Compensation and will be informed of this at the time they are placed.

7. Volunteers must be at least 14 years old to work directly with patrons, however younger volunteers can help with crafts and activities at the director's discretion.
8. Volunteers performing court ordered community service will NOT be allowed to work directly with patrons but can help with tasks such as shelving books, reading shelves, and general cleaning.
9. The services of the volunteer may be denied or terminated at any time by the library director.

Procedure for Accepting a New Volunteer:

The following procedure will be followed when accepting a new volunteer at the library.

1. The volunteer must arrange a work schedule in advance with the library director or staff member on duty.
2. Before the volunteer is allowed to work, they must sign a Volunteer Form which states they are not covered by Workman's Compensation and provides contact information for the library.
3. The staff person on duty will provide training for the work assigned to the volunteer and go over any policy items pertaining to the volunteer's duties.
4. For purposes of the Annual State Report, staff must keep a log of with the amount of time each volunteer spends working at the library.

Background Checks:

Library volunteers 18 years and older may be subject to a background check. The Iowa Sex Offender Registry will be checked for all adults wishing to volunteer at the library.

Approved by the Denver Board of Trustees on: May 9, 2021