



## **Volunteer Policy**

Adopted September 17, 2015 by the North Richland Hills Library Board,  
rev. September 20, 2018

Volunteers at the North Richland Hills Library are an important extension of the Library staff. Volunteers perform a variety of vital tasks. Volunteers help the Library make the best use of resources. They contribute to a sound relationship with the community. Volunteers are expected to act in accordance with Library policies and to reflect positive customer service attitudes to all Library patrons. This policy is designed to promote excellence at the North Richland Hills Library.

### **Definition of a Volunteer**

A Library volunteer is someone who performs a service at their own free will. They contribute time, energy, and talents for the North Richland Hills Library. Volunteers are not considered employees of the City of North Richland Hills or the Library. Library staff may not volunteer.

### **Utilization of Volunteers**

In order to achieve the vision of the North Richland Hills Library, the active participation of citizens is seen as a valuable resource to the Library. After fulfilling the volunteer requirements and guidelines, the Library accepts and encourages the involvement of volunteers in appropriate programs, jobs, and activities. The Library reserves the right to make changes to the nature or scheduling of volunteer assignments.

### **Equal Volunteering Opportunity**

North Richland Hills Library provides equal volunteering opportunities for every person regardless of race, color, religion, sex, national origin, age, disability, veteran status, genetics, human condition or any other protected classification as established by law. All matters relating to volunteering are based upon ability to perform the job, as well as dependability and reliability once a volunteer is placed. The placement of a volunteer shall not be considered as creating a contractual relationship between the volunteer and the North Richland Hills Library.

Unless otherwise agreed to in writing by the volunteer and the Library Director, volunteer placement shall be at will so that either party may terminate the volunteer relationship at any time with or without cause. All volunteers enter into this relationship willingly and understand they will receive no compensation for the hours volunteered.

Volunteers who apply for paid positions will be treated and evaluated for hire on the same basis as other external applicants.

## **Requirements for Volunteering**

Volunteers must complete a volunteer application. Lapsed volunteers may be required to repeat the volunteer application. The minimum age for an individual volunteer is 14. Adult Library volunteers will be at least 18 years old. Teen Library volunteers will be from 14 to 17 years old. Criminal background checks will be conducted for adult Library volunteers.

The Library has the right to and may verify work history, education, licenses, registrations, certifications, and degrees that are represented on the volunteer applicant's application, resume or in interviews, including criminal background information. False or misleading statements are grounds for termination of the volunteer placement at any time.

All volunteers must be accepted by the Library prior to performance of assigned tasks. The Library may not accept every applicant. Volunteers are selected based on their qualifications in relation to the needs of the Library at any given time.

## **Community Service Restitution (CSR) Volunteers**

The North Richland Hills Library does not accept adult Community Service Restitution (court appointed) volunteers.

## **Confidential Information**

The Library has an obligation to patrons to maintain confidentiality and respect privacy. All volunteers are required to follow the Library's Patron Privacy and Confidentiality Policy. As volunteers work, they may see information of a confidential nature. This information is not to be shared with anyone else including family, friends or acquaintances. Library volunteers will not remove or make copies of any records, reports or documents from the Library.

## **Scheduling and Dependability**

Volunteers should arrange their schedule in advance with the Volunteer Coordinator. Volunteers may only volunteer during Library operating hours or during special events. The Library relies on volunteers to perform the tasks prepared for them. The Library has to make other arrangements if a scheduled volunteer cannot be at work. As a courtesy, volunteers should call when they are not going to be at work.

## **Customer Service**

Volunteers will come into contact with Library patrons. They could be the first contact a patron has with the Library. It is important that volunteers maintain a professional and friendly demeanor. All patron questions, other than directional, should be referred to a staff member who is trained to provide informational services for patrons. All volunteers must adhere to the policies for all staff members including:

- Courtesy to all patrons
- No cell phone use in the library
- No eating in the library while volunteering
- Adhering to the Library's Ignite Signature Service document

## **Signing-In and Out**

Volunteers must always sign-in and sign-out before leaving. This information is important so that we may

recognize outstanding volunteer service and provide statistical data required for grant proposals and agencies such as the Texas State Library and Archives Commission.

### **Harassment / Sexual Harassment**

Pursuant to Title VII of the Civil Rights Act of 1964, the City of North Richland Hills prohibits all forms of discrimination, including harassment, on the basis of race, color, ancestry, religion, national origin, age, sex, marital status, disability, or veteran status. In keeping with this commitment, the City will not tolerate harassment of City employees. It is the policy of The North Richland Hills Library to provide a work environment free of harassment. Every form of harassment is expressly prohibited. Allegations of harassment will be investigated and, if warranted, appropriate action will be taken. Volunteers who believe they have been subjected to harassment should report the incident(s) to the Library Director.

### **Drug-Free Workplace Policy**

The North Richland Hills Library is committed to maintaining a drug and alcohol free workplace. The volunteer relationship with the Library will be terminated if a volunteer is under the influence of drugs or alcohol while volunteering for the Library.

### **Safety**

Volunteers are to learn, follow, and help enforce the North Richland Hills Library's safety guidelines.

### **Dress Code**

Shorts and flip-flops are not acceptable attire. Additionally, please do not wear anything that other employees might find offensive or that might make others uncomfortable. This includes clothing with profane language statements or clothing that promotes causes that include, but are not limited to, politics, religion, sexuality, race, age, gender, and ethnicity. Please demonstrate good judgment and professional taste. Courtesy to coworkers and your volunteer image to our community should be the factors that are used to assess that you are dressing in casual attire that is appropriate. Volunteers must wear a volunteer I.D. badge while volunteering.