

2.0 Library Services

2.1 Volunteer Program

The mission of the Tulare Public Library Volunteer Program is to encourage and expand the involvement of our diverse community members in the growth of the library, and themselves.

Introduction

- Those interested in volunteering at The Tulare Public Library must complete a [Volunteer Application Form](#) and a [Volunteer Agreement Form](#).
- Volunteers will be required to attend occasional training sessions/meetings.
- Should a volunteer have a grievance with a staff person, another volunteer or a library patron, every attempt will be made to handle the situation through the Volunteer Coordinator or Library Director.
- The Tulare Public Library reserves the right to terminate the services of any volunteer.
- Volunteers are responsible for maintaining the confidentiality of ALL library information. Failure to maintain confidentiality will result in immediate termination of the volunteer.
- The library will, upon request, provide letters of reference for the volunteer, if deemed appropriate.
- The minimum age requirement for a volunteer is 10 years old. Volunteers between the age of 10 and 14 will be considered part of our “Shortstacks Program” and be assigned age appropriate duties.
- Written parental permission is needed to permit minors to volunteer.
- All personal information about a volunteer is for internal use only and is confidential.
- Volunteers will not conduct any monetary transactions.
- Discrimination, sexual harassment or racist attitudes and actions will not be tolerated.
- Volunteers will not have access to staff lounge, except for use of lockers.
- Volunteers are expected to use appropriate, professional language.
- Volunteers are prohibited from being under the influence of alcohol or/and using, possessing, selling or otherwise being involved with illegal substances.

Job Orientation and Training:

A staff member will provide the following:

- Introductions to library staff members
- Review the volunteer policy
- Review job duties and expectations
- Confirm work dates, times, and projected duration of participation
- Supply a badge and review sign-in and sign-out procedures
- Provide safety orientation

Tasks that may be performed:

- Shelving and shelf reading
- Assisting staff members with programs and projects
- Light cleaning and clerical assignments
- Processing and/or repair of materials

Assisting in the Computer Lounge
Tutoring

Most task assignments will depend on the interest, age, and expertise of the volunteer.

Appearance: Volunteers need to present a positive image to the public. It is expected that volunteers' dress and appearance will be appropriate for a business environment and in keeping with the work assignment. If not appropriate, the volunteer will be asked to leave for the day.

Badges: Tulare Public Library Volunteer badges must be worn at all times while volunteering in the Library.

Customer Service: Many volunteers come into contact with library patrons and may well be the first official contact a patron has with the Library. It is important, therefore, that volunteers maintain a professional, friendly demeanor at all times. All patron questions other than directional are to be referred to a staff member who is trained to provide informational services for patrons. Examples of directional questions are: How do I log-on to the computers? Where is the restroom?

Confidentiality: Volunteers are not allowed to work at the Card Services and Check-out Desk. All transactions are strictly confidential. This includes any information about materials a patron has looked at, asked for, requested or checked out, as well as reference questions asked by Library users.

Personal Data: Volunteers are responsible for updating personal data, such as change of address, emergency contact, contact telephone number, etc., with the Volunteer Coordinator.

Telephone and Equipment Use: The library is a place of business. Personal telephone calls are prohibited except in the case of an emergency and then must be kept brief and not made at a public desk. Volunteers must ask a staff member when they need to use a telephone. Long distance calls are not allowed. Library owned equipment, including copy machines, fax machines, computers, supplies, and other materials are for Library use only and may not be used for personal business.

Employment: Volunteers who are interested in paid employment with the Library must apply to the library and are not given special consideration over other applicants.

Fingerprinting: All Tulare Public Library Volunteers working with children need to be fingerprinted by the City of Tulare Police Department and gain clearance before they can begin their assignment.

Disciplinary Procedures: Volunteers, in their capacity as unpaid staff, are expected to meet the same standards of professionalism required of library staff. Because an unsatisfactory volunteer is an unfair burden upon fellow volunteers and library employees, those who fail to meet the requirements of the job descriptions or violate library policies will be dismissed.

Leaving the Volunteer Program: To end a volunteer commitment, volunteers must notify the Volunteer Coordinator of the decision and the effective date.