# **Guidelines for** **Working with Volunteers**

The library depends on the help it receives from its volunteers! Volunteers have provided an average of 1,000 hours from adult volunteers and 230 hours from teen volunteers each month. Some employees have worked with PCCLD volunteers for many years and others are new to the experience. In either case, all employees need to follow these guidelines while working with volunteers at PCCLD.

* Volunteers are expected to follow the same policies as employees do, including following dress code, reporting absence and practicing proper etiquette at work.
* Volunteers, like employees, have scheduled hours which are approved by the department manager. They cannot just come and go as they please. It is recommended that managers post a volunteer schedule so staff know when to expect volunteers at work.
* Volunteers should be given clear directions for assigned tasks and should be dismissed when the task is completed.
* Volunteers are only permitted in staff work areas while performing volunteer work; they may not “hang-out” in work areas or employee break rooms.
* Volunteers must be supervised by the manager, the manager’s appointee, or PIC while volunteering.
* Volunteers may not use computers, copiers, phones or other library equipment for personal use.
* Volunteers are not typically permitted to access Koha, confidential files, keys or other protected assets without permission from the Executive Director or the Associate Director of Public Services.
* Employees are not permitted to have teen or youth family members volunteer with them while they are working; teen and youth family members may be considered for volunteer work in other library departments.
* Adult family members may be given permission to volunteer with an employee as approved on a case by case basis by the Executive Director or Associate Director of Public Services.
* Minors must be 12 years of age to volunteer. If 12 years old, they must bring a parent or guardian with them who stays in the vicinity when the minor is volunteering. This is not required once they turn 13.

**Procedures for Working with Volunteers**

1. Applications for Adult or Teen Volunteers will go to the Human Resources Coordinator, Leah Rivera. If an application comes to your department or branch, please forward the application to the HR Coordinator.

If you would like to work with the volunteer that turned in the application, please make a note of this when forwarding. On the back page at the bottom of the Adult Application, there is a section that says “Library Office Use Only.” You can add the date the application was received in this location and your department/branch as well.

The HR Coordinator should receive **all** volunteer applications including adult and teen applications prior to any Volunteers engaging in tasks. The volunteer should not being their assignment until the department/branch has been notified that the adult volunteer applicant has passed their background authorization.

1. Interview: Some teams prefer to conduct an interview before taking on a volunteer. For example, the Adult Literacy Administrator often interviews volunteer applicants prior to bringing them on as a volunteer as there is specific experience and requirements they are looking for. If you would like to interview the volunteer, please contact the volunteer applicant to schedule the interview.
2. Once the HR Coordinator receives the volunteer application, they will process the application.

**For Adults**: All adult volunteers that you would like to work with will need to complete a background authorization. PCCLD conducts criminal background checks on all volunteers age 18 and older.

**For Teens**: Teens are not required to undergo a background check unless they have reached the age of 18.

1. Once the HR Coordinator has processed the application along with the background authorization (for adults), the Coordinator will contact you to let you know that the background is clear and the volunteer may begin their duties.
2. The HR Coordinator will send you the following:

* **Name badge** on a lanyard for your volunteer, which your volunteer should wear while they are volunteering
* **Volunteer Handbook** – (also on the Portal in Documents, search on Volunteer)

1. Volunteer Orientation to your Branch/Department

* Review the Volunteer Handbook with your volunteer
* Ask the volunteer to sign the acknowledgement page
* Send the signed acknowledgement page back to the HR Coordinator for the volunteer file

Additionally, as part of Volunteer Orientation the Volunteer can be given any of the following documents:

* Guidelines Governing the User of the Library
* Review of the Dress Code
* Training Materials for their Volunteer duties
* Contacts if they are unable to make a scheduled Volunteer shift/assignment
* Building or department tour
* Timesheets

1. Volunteer Hours: Each month the number of volunteer hours is required for the Board of Trustee Report. Please send the number of volunteer hours for the volunteer(s) that you work with to Leah Rivera, HR Coordinator, no later than the 5th of the month for the preceding month.