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## Volunteer Guidelines

### A Volunteer is...

Anyone who, without compensation of any kind, performs a task at the direction of and on behalf of the Annie Porter Ainsworth Memorial Library (APAML). Volunteers at the APAML must be at least 13 years old (volunteers under the age of 18 must have their parent or guardian sign the application) or be accompanied by a responsible adult while on duty.

### Benefits of Volunteering

Opportunity to give back to the community

Gain experience in a working environment

Be a role model for friends, peers, siblings and young children

Feeling of having made a difference and contributing to a community organization

**To protect patron confidentiality and adhere to NYS Labor Laws, Volunteers WILL NOT be assigned to solely perform the roles of paid staff, including, but not limited to: running the circulation desk and facilitating regular programming.**

### Duties may include, but are not limited to:

- Cleaning - Materials, shelving, sweeping and picking up trash (both inside and out), computer keyboards, mice and screens
- Emptying outside book drops
- Filing
- Handouts - making copies of and then folding or cutting
- Preparing craft projects for children's programming
- Preparing library items for removal as directed
- Trash removal/recycling tasks — gathering, taking out to receptacle, etc.
- Shelving materials
- Straightening shelves
- Watering plants

Volunteers will be expected to complete assigned tasks before moving on to other available tasks. Not all tasks will need to be assigned at all times.

## **Qualifications and Selection**

Potential volunteers are required to submit a volunteer application and will be subject to an interview process. Chosen volunteers will be required to complete an orientation before working on site.

## **Scheduling**

At the discretion of the volunteer, in cooperation with the Director, and under direct supervision.

## **Other Requirements**

Volunteers must agree to follow all library policies, guidelines and procedures, including dress code and code of conduct.

Volunteers must have reliable transportation to and from the library.

## **Introductory Period**

There is an initial 30-day introductory period for all new or re-applying volunteers. Any significant absence will extend the introductory period by the length of the absence. The introductory period is a training period in which the new volunteer and the Director work together so that they may adapt the volunteer's skills and his or her abilities to library work.

## **Disciplinary Action and/or Dismissal**

All volunteer opportunities with the APAML are based on mutual consent. Both the volunteer and the library staff have the right to terminate the position at will, with or without cause, at any time.

A volunteer whose performance, attitude or personal philosophy of library service does not meet the standards, requirements and philosophy of the APAML shall be warned of the inadequacies of his/her performance verbally and/or in writing by the Director. After one warning, his or her volunteer position may be eliminated.

## **Grounds for immediate dismissal include, but are not limited to, the following actions when the volunteer is on duty and/or on library property:**

- Assault
- Public Intoxication or Substance Abuse
- Theft or Vandalism
- Harassment
- Insubordination
- Repeated unexcused absences/tardiness

## **CONDUCT**

### **Attendance Requirements/Absenteeism**

Volunteers are expected to work the hours agreed upon when assigned by the Director.

If a volunteer cannot fulfill the commitment to the assigned shift or task, notification should be given to the Director, preferably 24 hours in advance. In the case of an emergency, notice should be given as soon as possible.

Although this position is unpaid, attendance and punctuality are vital to our daily operation.

Volunteers who do not report for two scheduled days, without notifying the Director, will be considered to have resigned voluntarily.

If volunteers would like to re-adjust their scheduled hours, they will have to meet with the Director to work out new shifts, if they are available.

### **Illness**

Volunteers should stay home and rest if they feel ill, have an infectious or contagious illness, or are running a fever. Notice should be given as soon as possible or within the first hour of the workday.

If the Director is not available, ask to speak with another available supervisor.

### **Staff Work Space**

Staff desks, computers, cabinets, phones, and other staff property are off-limits to volunteers unless supervisor consent is given.

Volunteers will be offered a designated place to store their personal belongings if they wish to bring them in during their shift. APAML accepts no responsibility for lost or stolen items.

### **Personal Appearance**

All staff and volunteers are expected to present a clean, neat and appropriate appearance during their scheduled shifts. Any article of clothing that the director or volunteer coordinator determines to be inappropriate in a business workplace is unacceptable. Any such dress would require covering up item or returning home to change.

### **Reading**

Volunteers shall not indulge in personal reading while signed in.

### **Cell Phone**

Volunteers should silence their cell phones and refrain from making or receiving phone calls or any form of messaging while signed in.

Emergency phone calls should be made in the Library lobby or outside so that other library users are not disturbed.

### **Conversations**

Conversations in the workplace that are not concerned with library business should be kept to a minimum. This includes both conversations with other volunteers, employees and with patrons.

### **Tobacco Products**

APAML is a tobacco free campus. Volunteers who choose to use tobacco products may do so off Library grounds.

### **Expectations**

Volunteers can expect the APAML to provide the following:

A clearly defined job description with appropriate supervision and direction.

Training on-the-job as required.

Respect for the value and activities of the volunteer as well as a cooperative working relationship between staff and volunteers.

Assistance in evaluating the volunteer assignments and when making necessary changes.

A letter of reference may be available on request upon successful completion of the volunteer assignment.

As a volunteer for the APAML, I agree to do the following:

Work a predetermined number of hours according to a schedule acceptable to my supervisor.

When sick or unable to work, notify the immediate supervisor as soon as possible.

Comply with established APAML practices by behaving in an appropriate, businesslike behavior in the workplace environment.

Fulfill the duties outlined in the job description in a professional manner.

Take pride in the role of a volunteer and contribute to a mutually cooperative working relationship with staff and other volunteers.

Approved and amended by the Library Board of Trustees on July 9, 2015;  
amended March 21, 2017.