



UCPL Volunteer Policy

Statement of Purpose

Volunteer time, energy, and goodwill are valuable assets to the UCPL. Volunteerism enhances the library's ability to fulfill its mission by providing opportunities for direct public participation in library services. Volunteer opportunities offer patrons a way to contribute to the community, fulfill personal goals, achieve satisfaction and advocate for quality library service.

Definition of an Adult Volunteer

An adult volunteer is anyone 18 years of age or older, who assists the library on a regular basis with library activities without financial compensation. Volunteers will not be used to replace the work done by paid staff. The library will not provide medical, health, or workers' compensation for any volunteer.

Definition of a Teen Volunteer

A teen volunteer is anyone 12-17 years of age, who assists the library on a regular basis with library activities without financial compensation. Volunteers will not be used to replace the work done by paid staff. The library will not provide medical, health, or workers' compensation for any volunteer. Volunteer hours may be recorded for community service or school requirements and all TN State Child Labor Laws are followed.

Becoming a Volunteer

Volunteers shall not be excluded due to an individual's age, race, creed, color, national origin, religion, marital status, sexual orientation, gender, physical appearance, socioeconomic level, education level, or any other legally protected characteristic.

- All volunteers are required to fill out a volunteer application form.
- Volunteers are selected based on their qualifications in relation to the needs of the library at any given time.
- If not selected, applications will be kept on file for six months.
- Acceptance of an application is at the Library Director's (or designee's) discretion.

Volunteer's Responsibilities

- Volunteers may not perform activities that could reveal confidential patron information. This includes use of the Integrated Library System (TLC).

Adopted by the Unicoi County Public Library Board of Directors on August 25, 2022

- Volunteers are expected to conduct themselves as if employed by the library and must present a positive image to the public, adhere to established policies and practices regarding work schedule, attendance, conduct, performance, safety, dress code, etc.

The Library's Responsibilities to Volunteers

- Review job duties and expectations.
- Confirm work dates, times, and anticipated duration of the assignment.
- Provide procedures and training for all volunteer tasks.
- Ensure all volunteers serve in positions that reflect their skills and interests as closely as possible while meeting the needs of the library.
- Provide supervision in accordance with UCPL practices and policies.
- Maintain accurate volunteer data.

Guidelines for Volunteers

1. Volunteers are ambassadors for the UCPL and need to present a positive image to the public. It is expected that each volunteer's dress and grooming be appropriate for a business environment and in keeping with his or her work assignment. If a volunteer is inappropriately dressed, he/she may be excused from his/her shift.
2. Volunteers should always maintain a professional, friendly demeanor and are asked to direct all questions to a staff member.
3. Volunteers are responsible for updating personal data, such as change of address or telephone number, etc., with library staff.
4. Volunteers related to UCPL staff may not be placed under the direct supervision of their family member.
5. Volunteers agree that UCPL may at any time, for whatever reason, make changes to volunteer assignments or terminate volunteer status.
6. Library owned equipment and supplies are for library use only and may not be used for personal business.
7. Volunteers need to be aware of their surroundings, alert to safety hazards, and report unsafe acts/conditions to their supervisor. Volunteers should also notify their supervisors of any assignment that causes physical discomfort or could lead to personal injury. All injuries, whether minor or serious, must be reported directly to a supervisor.
8. Personal telephone calls are discouraged except in cases of emergency or while on break. Telephone calls and texting for personal business or recreation are forbidden.

9. To end a volunteer commitment, please notify library staff of that decision and the effective date.
10. All areas marked "Staff Only" are to be used with staff verbal permission and just temporarily for the duration of the designated volunteer time.