

DAVENPORT PUBLIC LIBRARY VOLUNTEER POLICY

Volunteers are critical to the success of the Davenport Public Library. They create a public awareness of the many diverse opportunities we have to offer, and stimulate public response and support for improvements that might be needed. A strong volunteer network is essential in providing educational and cultural links, along with helping to expand and enhance library services. The volunteers of the Davenport Public Library are special people who, of their own free will, offer themselves for a library service or duty.

Library Values:

Confidentiality—All transactions between library users and staff or volunteers are strictly confidential. Volunteers are required to uphold this policy. This includes information about what materials a patron looked at, asked for, requested or checked out, as well as reference questions asked by library users.

Conduct—Volunteers are public relations officers of the Library. They are expected to conduct themselves in a business-like manner at all times and follow the same policies, procedures, and guidelines as the library employees.

Volunteer Rights and Responsibilities—As volunteers are a valuable resource to the Library, they are to be treated as co-workers—with respect and fairness, provided a meaningful assignment, receive effective supervision and guidance and to be recognized for the work they have done. In turn, the volunteers agree to actively perform their assigned duties to the best of their abilities and to be loyal to the mission, values, goals and policies of the Library.

Becoming a Library Volunteer:

Application— Individuals interested in becoming a Davenport Public Library volunteer may request an application from the Reference or Information desks at any of the three library locations or submit an application online at the City of Davenport Volunteer Connection website. Background criminal, sex offender and driver's license checks (if applicable) are required for all potential library employees and volunteers. The Library Operation Manager will follow-up with a phone call to schedule an interview.

Interview—Potential Library volunteers are interviewed by the Operation Manager, Supervising Librarian, and/or Bookstore Volunteer Coordinator. Volunteers are selected based on their qualifications in relation to the needs of the library at any given time. If there are no suitable volunteer opportunities, the application form will be kept on file for one year. The applicant will be notified if an opportunity becomes available.

Orientation/Training—Volunteers will receive a general introduction to the Davenport Public Library from the Operation Manager. They will also receive instructions and/or orientation from their Supervising Librarian or Bookstore Coordinator, in order to provide information and skills necessary to perform the volunteer responsibilities.

Supervision—Each volunteer will have a clearly identified supervisor, who will provide the day-to-day guidance of their work. The supervisor is also available for consulting and support should the volunteer find the work is too much, not enough, boring, etc. We encourage each volunteer to ask questions at any time and to report any problems or concerns.

On The Job:

Attendance and Punctuality—Volunteers are depended upon to work the hours scheduled. Should tardiness, absenteeism or an emergency prohibit a volunteer from meeting their commitment, their supervisor must be notified. (Supervisor’s names and phone numbers will be provided during orientation). It is also important that the volunteer assist with future scheduling, by informing the library of any planned vacations or other planned time away.

Appearance—Both employees and volunteers are asked to follow the library’s business casual dress code.

Breaks—Volunteers should take a 15 minute break every 3-4 hour shift worked; and notify their supervisor or staff person if leaving the area.

Emergency Plan— Supervisors will identify emergency exists and plans. They are to make sure that personal ‘emergency information’ is kept up to date at all times. Any changes, notify the Operation Manager at 563-326-7838.

Name Badges—Volunteer name badges are to be worn at all times while on duty. This identification is essential for security purposes as it will allow access to certain non-public areas in the Library. It also helps patrons distinguish between volunteers and paid staff and serves as a positive promotional tool for the Volunteer Program.

Parking—Free parking is provided for Volunteers and employees. Parking permits will be issued during orientation for the Main Library. Permits are not required for the Fairmount and Eastern Branches.

Resignations—In order to ensure adequate schedule coverage, volunteers are asked to notify their supervisor in writing two weeks before resigning.

Timekeeping Procedures/Recognition—The Library keeps records of volunteer hours in recognition of community support for the Davenport Public Library. All volunteers are required to sign in each time they report to work. Each supervisor maintains the sign-in sheet, where the volunteer records the time of arrival and departure, rounded to the nearest quarter hour, and the total amount of time worked.

Personal Phone Calls—Volunteers may use the Library’s telephone in the staff break rooms for local calls. Brief calls may be made or received during break time. This phone is for all employee and volunteer use, so calls should be kept at a minimum. Personal cell phones should only be used in the case of an emergency or if the call applies to the library or library volunteer tasks.

Computer Use—Volunteers are asked to follow the same guidelines as the employees. Guidelines will be provided during orientation.

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