

Lapeer District Library Volunteer Policy

What is a Volunteer?

A volunteer is an individual or group of people performing duties or tasks for the library without wages or benefits. The volunteers described in this policy are different from the Friends of the Library volunteers who are governed by their own policies and bylaws. Volunteers typically work between 3 and 6 hours per week. Volunteers generally provide support services to paid staff, or work on special projects.

Volunteer Opportunities

Some of the tasks regularly performed by volunteers are:

- Shelving books and other materials
- Dusting books and keeping shelves neat and in order
- Assisting staff with programs
- Filing
- Creating displays
- Assisting patrons with basic computer skills
- Assisting the department heads or clerks with cleaning books or preparing materials for circulation or withdrawal
- Greeting library users
- Summer Reading Programs - assisting staff with projects and record keeping
- Craft projects and materials needed for youth programs
- Gardening and pulling weeds and managing the flower beds
- Outdoor projects

Not all opportunities are available at all times.

Supervision

The supervisor is a Lapeer District Library staff member, is responsible for day- to-day management and guidance of work, and is available during the time the volunteer is on duty for consultation and assistance. The supervisor will provide training on new skills needed to perform assigned tasks. The supervisor will discuss the procedures for obtaining, using, and caring for library supplies and equipment. Volunteers shall keep an accurate record of the hours they work each week.

Confidentiality/Privacy

All transactions between library users and staff or volunteers are strictly confidential. Michigan Public Act 455 of 1982, the Library Privacy Act (MCL 397.601 – 397.606) stipulates that public library circulation and registration records are confidential. Even law enforcement representatives must secure a court order before patron information is released. Volunteers are required to uphold this policy. 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.
(Agreement form to be designed.)

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. Volunteers are asked to direct all questions to a staff member. Staff members are trained to deal with questions about the library's collection, services, policies and procedures.

Termination of Volunteer Services

Volunteers should notify their supervisor two weeks in advance of ending their volunteer commitment. Volunteers are expected to act in accordance with library policies and to reflect positive customer service attitudes to all library patrons. Volunteers who fail to meet the requirements of their assigned volunteer duties, or who violate library policies will be dismissed after appropriate warning is given.

Volunteers cannot :

- Operate any public service desk without direct staff supervision
- Provide reference service - all questions beyond directions must be referred to staff
- Make purchases with library funds
- Receive compensation

Permission to Perform Criminal Background Check

- I. I understand that an investigative report may be generated on me that may include information as to my character, work habits, performance and experience, along with reasons for termination of past employment, financial/credit history, criminal history records from any criminal justice agency in any or all federal, state, city and county jurisdictions, Secretary of State/DMV/Drivers' License Records to include traffic citations and registration, military records from the National Personnel Record Center, education records including transcripts, and requests for records and information from any individual, company, firm corporation, present and/or past employers and public agencies (including the Social Security Administration and the Immigration & Naturalization Service). I fully understand that the Lapeer District Library and/or their agent may be requesting information from public and private sources about any of the information noted earlier in this paragraph, and I freely give my consent for the Lapeer District Library or their agent to do so.
- II. According to the Fair Credit Reporting Act (FCRA), I am entitled to know if the considerations for which I am applying are denied because of information obtained from a consumer-reporting agency. If so, I will be notified and be given the name of the agency providing that report.
- III. I agree that a photocopy or telephonic facsimile of this authorization shall be valid as the original. This release is valid for most federal, state and county agencies.
- IV. I hereby authorize, without reservation, any one contacted by the Lapeer District Library and/or their agent to furnish the information described in Section 1.
- V. I hereby authorize, without reservation, Lapeer District Library and/or their agent to contact my present employer for employment verification/references.

**Volunteer
Permission to Conduct Background Check**

Signature

Today's Date

Please print full name

The following information is required by law enforcement agencies and other positive identification purposes when checking public records. It is confidential and will not be used for any other purposes.

Please print other names you have used

Social Security Number

Your Social Security Number will only be used in order to confirm your identity for purposes of completing an accurate background investigation.

Date of Birth

Your date of birth is required on this form in order to confirm your identity for purposes of completing an accurate background investigation, and is not provided to the hiring official for any purpose in connection with consideration of your application for employment.

Home Address

City

State

Zip

Driver's License Number and State

Name as it appears on License

Have you ever been convicted of, plead guilty, or "no contest" to a crime that has or has not been expunged or removed from your record? No Yes If yes, please explain:

(The Lapeer District Library will consider the nature of the offense, relation to the position for which you are applying, time since conviction, and all other relevant facts and circumstances in determining whether or not to disqualify you from consideration.)

FAIR CREDIT REPORTING ACT, DRIVER'S PRIVACY PROTECTION ACT, and ANY APPLICABLE STATE STATUE (S)
NOTICE: In accordance with the Fair Credit Reporting Act, this information may only be used to verify a statement(s) made by an individual in conjunction with legitimate business needs. The depth of information available varies from state to state. The report that will be generated for employment purposes only and in compliance with the Fair Credit Reporting Act, and any applicable state statue(s).

LDL Board Motion 12R.09.07