



Volunteer Policy

The Volunteer Program at the Botetourt County Library provides a means for citizens to contribute their time, skills and abilities to benefit others in their community, fulfill personal goals, understand the Library at a deeper level, and achieve a sense of personal satisfaction.

Volunteers perform tasks without wages, benefits or compensation of any kind. They do not replace paid staff, but rather enhance and extend their reach and services.

Eligibility

Volunteers are accepted and assigned when their skills and abilities match specific needs within the Library. Therefore, volunteer activities can be highly varied. Volunteers will fill only roles for which they have been trained, when training is required. Virtual volunteers may be accepted on a case-by-case basis for tasks that can be done remotely. Examples of volunteer opportunities include:

- Assisting staff with daily tasks or special projects.
- Adding services of value to new and existing programs.
- Expanding Library resources.
- Promoting public awareness of Library services.

Volunteers may include:

- Long-term: Individuals assisting the Library regularly or periodically in serving the public or performing behind-the-scenes tasks.
- Short-term: Individuals performing one-time court-ordered, educational or voluntary community service.

Volunteers are recruited without regard to any individual's race, creed, color, national origin, religion, sexual orientation, gender identity, disability status, or other consideration prohibited by law.

Individuals with a criminal history will not be accepted as Library volunteers, except with express permission from the Library Director and only if the candidate's placement is deemed no jeopardy to patrons and staff or the integrity of the Library facility or collections. Any applicant with a criminal history including sex abuse, child abuse and/or violent crimes will be denied volunteer placement, and any current volunteer or applicant under investigation for those or similar crimes will be suspended or disqualified from volunteering pending results of the investigation.

Individuals interested in volunteering at the Library must fill out a Volunteer Application. Candidates will be accepted based on the Library's needs matched with the candidates' qualifications to meet those needs as determined during the selection process. The Library may not accept every volunteer application.

An in-person or virtual interview, background check, and/or reference checks may be required before any candidate can begin an assignment. All volunteers must attend an initial orientation session with the Volunteer Coordinator and/or a Volunteer Supervisor.

Policies and Procedures

Volunteers are expected to conduct themselves in a professional manner similar to Library employees and must adhere to all Library policies and practices, including schedule, attendance, conduct, performance, safety procedures, proper attire, use of food/drink, substance abuse, cell phone use, etc. Volunteers must also abide by all local, state and federal laws. Specific applicable policies, procedures and training are documented separately and incorporated into volunteer orientations.

1. The Library's Volunteer Coordinator oversees use of all Library volunteers. Volunteers are trained, supervised and evaluated by the Volunteer Coordinator and/or a designated Volunteer Supervisor(s). Volunteers work under the direct supervision of Library staff.
2. Volunteers must coordinate scheduling with their Volunteer Supervisor or designated Library staff member.
3. Volunteers under 18 years of age must have written permission from a parent or legal guardian. Volunteers must be age 16 or older, except with approval from the Library Director. Approved volunteers under age 16 may be required to be accompanied and supervised by a responsible adult age 18 or older during their volunteer work shift.
4. The Volunteer Coordinator keeps applications for all active volunteers. A position description will be submitted to the Volunteer Coordinator for all volunteer positions. Volunteer position descriptions will be revisited for relevancy and currency at least every three (3) years.
5. Volunteers may never work alone with minors at the Library.
6. Volunteers must wear identification badges during volunteer work shifts. When appropriate, volunteers may have access to shared staff areas such as workrooms, restrooms and break rooms during work shifts.
7. Volunteers record time worked on a specified time sheet or online form, and their volunteer time is verified by the Volunteer Supervisor(s).
8. Volunteers must maintain the confidentiality of all patron records and Library information, including (but not limited to) names, addresses, phone numbers, email addresses, logins, personal and health-related data, and circulation or other library use records. Misusing, falsifying, or tampering with any patron record is prohibited. They may not perform tasks that could reveal confidential patron information or utilize the integrated library system (ILS), and they may not be given logins or passwords to any Library systems or non-public resources without express permission from the Library Director.
9. All volunteers and volunteer applicants are subject to any and all appropriate background checks and/or drug screenings.

Violation of Library policies may result in immediate dismissal. In the Library's sole discretion, volunteers may be asked to discontinue their volunteer service at any time for any reason.