

VOLUNTEER POLICY



Adopted: September 2019

Last reviewed: August 2026

Last revised: August 2026

Approved volunteers are important to the North Douglas Library District. Volunteers enhance, rather than replace, library staffing. They are an integral part of a well-run, efficient, fiscally responsible library, whose unique talents add to a patron's positive library experience.

NDLD staff are expected to treat volunteers with respect and recognize their contributions to the library. Staff will make sure work is available for volunteers when they are scheduled to arrive or notify them ahead of time. Staff will try to match volunteers to work that is rewarding and interesting to them.

Members of the District's Board of Directors serving as volunteers for the District are subject to the same rules and expectations of other District volunteers. A District staff or Board member - or approved Level 3 Volunteer - needs to be present whenever the library is in use.

Volunteer Requirements

Prospective adult volunteers are encouraged to first join the Friends of the Mildred Whipple Public Library. Volunteers are coordinated by the Director or Librarian and must be at least 18 years of age. They are required to fill out a volunteer application and submit to a criminal background check. Volunteers will be interviewed by the Director to determine their interests and experience, as well as current library needs.

School-aged children in sixth (6th) through twelfth (12th) grades (or equivalent) interested in becoming more involved with the library are encouraged to read through Teen Volunteer Requirements at the end of this policy.

Volunteer Levels

The District has designated levels of volunteerism based on volunteer interest and District needs.

- **Level One Volunteers** may work in the library or independently on projects for the Friends of the Mildred Whipple Library and/or for the District. Level One Volunteers do not work with minors in accordance with grantor and public safety guidelines and remain supervised by District staff during volunteer projects.

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- **Level Two Volunteers** may work in the library or independently on projects for the District and/or Friends and may be asked to complete training at District expense. For example, the District may elect to pay for a food handlers' license, or the like, in order that a volunteer may safely serve food at a program. Level Two Volunteers may work with patrons who are minors in the course of program volunteerism and remain supervised by District staff during volunteer projects.
- **Level Three Volunteers** are authorized and trained to work as a second staff member at Director or Librarian request when District personnel are unavailable. Level Three Volunteers may work with minors and may be authorized to work unsupervised.

Volunteer Expectations

Volunteers should be prepared to commit to a minimum of two hours per week for at least three months due to the District expense of background checks and volunteer training time. An exception to this is possible with Director or Librarian approval.

If all volunteer positions are currently filled, applications will be kept on file for six months. Applicants will be contacted if a position opens up during this time.

District volunteers are bound by the rules contained in all District policies and guidelines, especially those that relate to patron privacy and confidentiality. Volunteers are recognized by the public as representatives of the District and will be guided by the same work and behavior policies as employees. In addition, provisions of the District's Personnel Policies related to Non-Discrimination, Harassment, Safety and Health, and general behavior also apply to volunteers.

Volunteers work with the status of "at will" employees, and the District has the right to terminate the volunteer's working association at any time, for any reason. Volunteers are covered by the District's Property, Liability, and Workers' Compensation Insurance policies.

Volunteers are expected to arrive at their scheduled day and time (or call the library to cancel) and to record their hours of service using a designated form.

Teen Volunteers and Teen Advisory Members

School-aged children in sixth (6th) through twelfth (12th) grades (or equivalent) may apply to become Teen Volunteers with the District. Teen Volunteers are encouraged to reliably commit to Teen Volunteer meeting dates for a reasonable period of time.

Teen Volunteers must be approved through (1) Director and guardian agreement and/or (2) through Director and North Douglas School District agreement. Teen Volunteers must return a completed [Teen Volunteer Application](#) form with guardian or teacher consent prior to volunteering.

What Activities do Teen Volunteers Do?

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Teen Volunteers participate in, and influence the functioning of, the North Douglas Library District as it relates to the Teen Area, teen events, and teen collections. Activities can include designing teen events and programs, designing Teen Area displays, straightening book shelves, craft prep, and more. **Teen volunteers are supervised by library staff.**

What are Teen Volunteer Expectations?

Expectations include, but are not limited to:

- Complete agreed upon Teen Volunteer tasks as assigned.
- Be willing to work either independently or as part of a team.
- Notify the library if you are unable to continue volunteering.
- Act as a library ambassador and all-around role model of good teen behavior.
- Follow all North Douglas Library District policies, rules, and regulations.

When do Teen Volunteers Meet?

Volunteer schedules are flexible to fit the availability of our teen volunteers.

Court-Ordered Community Service

The District accepts volunteers requiring court-ordered community service at the discretion of the Director. Court-ordered community service volunteers are required to be interviewed by the Director or designee prior to being accepted for service.

Enforcement of Policies

The Library Director and all District Employees are authorized to interpret and enforce these policies in accordance with applicable law and to ensure appropriate behavior of all persons in District facilities. Persons found to be violating District policies will be asked to discontinue that activity. If the person fails or refuses to cease the prohibited conduct, or to otherwise comply with staff's direction in a reasonable manner, the person will be asked to immediately leave District Property in accordance with *Exclusion Criteria* outlined in the District's Code of Conduct.