



Midland Public Library

Policy Type: **Volunteers**
Policy Title: **Responsibilities of Volunteers**

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The Midland Public Library accepts the service of volunteers with the understanding that such service is at the sole discretion of the library. Volunteers should actively perform their duties to the best of their abilities and remain loyal to the mission, policies and procedures of the library.

1. Volunteers are responsible for maintaining the confidentiality of all privileged information to which they are exposed while serving as volunteers, whether this information involves staff, volunteers, users or other persons, or involves overall library business. Failure to maintain confidentiality could result in immediate dismissal.
2. Volunteers should understand that the Library may, at any time, for whatever reason, decide to end the volunteer relationship. As well, the volunteer may at any time, for whatever reason, decide to sever his or her relationship with the Library. Notice of such a decision should be communicated as soon as possible to the volunteer's supervisor.
3. When expecting to be absent from scheduled duty, the volunteer should inform his or her staff supervisor in advance so that a replacement may be found. Continual absenteeism will result in a review of the volunteer's placement.
4. Volunteers must obtain approval from appropriate staff prior to taking any action or making any statement which might affect or obligate the Library. These actions may include, but are not limited to, public statements to the media, lobbying efforts with other organizations, or any agreements involving contractual or other financial obligations.
5. Volunteers are responsible for presenting a good public image and must dress appropriately for the conditions and performance of their duties. Volunteers must wear their volunteer identification badge while performing their assignments.
6. Volunteers are expected to submit all timesheets and any other information to the Manager of Customer Experience in a timely and accurate fashion. Capturing accurate statistics is important to maintaining the volunteer program.
7. Volunteers must be covered by their own vehicle insurance where their assignment involves the use of a vehicle. Volunteers are responsible for their own parking tickets and fines incurred during volunteer assignments.