Volunteer Services

The Volunteer Services Department is maintained to develop and coordinate ongoing programs for Library volunteers. All individuals or groups performing volunteer services at the Mansfield/Richland County Public Library (the Library) must be coordinated through the Volunteer Services Coordinator (with the exception of the Library Board of Trustees.) Library staff requiring volunteer assistance for a special project should present their requests to the Volunteer Services Coordinator who will organize volunteers to complete the project.

Volunteer Services Mission Statement

The mission of the Volunteer Services Department at the Library is to assist the Library staff in its efforts to serve the Library in the delivery of comprehensive services to its customers and the community. The Volunteer Services Department provides the opportunity for community members to volunteer their services. A volunteer does not replace paid Library personnel, but aids the staff in the various departments, thereby enhancing Library services.

Volunteer Communications

Policies and procedures for the Volunteer Services Department are developed and implemented by the Volunteer Services Coordinator, subject to approval by the Library Director. Policies and procedures may be changed or deleted at the discretion of the Library Director. All volunteers will be notified of any changes. The Volunteer Policy and Procedure Manual is available to any volunteer and is on file in all departments and Library branch facilities as well as the Volunteer Services Office and the Volunteer Desk located in the Main Library staff lounge.

A Volunteer Handbook outlining volunteer responsibilities and benefits will be given to new volunteers. Summer library program volunteers and special project volunteers will be given an abbreviated list of important facts of the Volunteer Handbook.

Announcements concerning volunteers will be posted on the bulletin board above the volunteer desk in the Main Library staff lounge as well as in designated areas at Library branch facilities. The Volunteer Services Coordinator is available at 419.521.3145 for questions or issues of any kind.
Volunteer Job Descriptions

The purpose of a volunteer job description is to establish guidelines for each volunteer position in the Library. Volunteer job descriptions are not to be interpreted as constituting a rigid schedule of duties, or in any way limiting the authority of the Department/Library branch supervisor to assign duties to volunteers as he/she deems necessary for the efficient operation of their department or Library branch. No job description shall be construed in any way forming any part of a contract between the Library and the volunteer. All volunteer job descriptions are subject to change and are available in the Volunteer Coordinator’s Office. Volunteer job descriptions relevant to a department or Library branch can be found in their Volunteer Policy and Procedure Manual. Volunteers will be given a copy of their volunteer job description.

Volunteer Job Titles

Adult Shelf Reader and Shelver
Audio Visual Volunteer
Branch Library Volunteer
Children’s Book Washer
Children’s Sit, Stay & Read
Circulation Resource Sharing Volunteer
Communication Storyline Volunteer
First Call 211 Volunteer
Homebound Delivery Volunteer
Maintenance Volunteer
Plant Caretaker
Sherman Room Volunteer Clerk
Sherman Room Volunteer Assistant
Technical Services Volunteer
Equal Opportunity - General Statement of Policy

It is the policy of the Library to provide equal opportunity to applicants and employees; and to administer all personnel policies and practices such as recruitment, hiring and other terms, conditions and privileges of employment in a manner that does not discriminate on the basis of race, color, religion or national origin, sex, age, physical or mental handicap or disability or liability for service in the Armed Forces of the United States.

The Volunteer Services Department will adhere to the Library’s Equal Opportunity Policy.

Becoming a Volunteer

A volunteer applicant must be 14 years of age. There may be an exception for those younger who would like to volunteer for “service learning” requirements (i.e. school, church, clubs, etc). They may be considered for volunteer positions dependent upon or if there is a need. In these cases, the parent/legal guardian is required to volunteer with the student. These are short term volunteer assignments.

We base applicants for volunteer services on where there is a need, qualifications for the job and fitness for service. There is a yellow application for the service learning applicants and teens (ages 14-17) and a white application for adults. To become a volunteer you must meet the following terms:

• Complete and return the Volunteer Application form to the Volunteer Services Coordinator
• Complete a brief in-person or over the phone interview
• Accept the volunteer job position opening that is offered
• Sign off to accept the Volunteer Services Policy and Procedure Manual

Volunteers will receive an orientation including a tour of the building where assigned, and introduction to the Library staff at that location. They will receive additional job orientation and training relative to those specific assigned volunteer jobs.

Volunteers will be assigned a specific volunteer job but the Volunteer Services Coordinator reserves the right to move volunteers as needed.
Court Ordered Community Service

The Library may consider volunteer applicants that need to fulfill community service hours. Interested individuals will provide the Volunteer Coordinator with the referral form from the court indicating the specific nature of their offense, number of community services hours required and the court contact number and/or reference referral.

Dependent upon the severity of the offense and the needs of the Library, the Library reserves the right not to accept court ordered community service volunteers.

Ethics and Confidentiality

A volunteer is subject to certain ethical standards. Honesty, reliability and discretion are the traits of an ethical person. A good volunteer, like any other valuable worker, tells the truth, respects the property of others, and refrains from careless acts or words. Noncompliance of certain ethical standards could result in dismissal from the volunteer program. Please see page 12: (Discipline and Dismissal)

Confidential Information

Protected by the Ohio Ethics Law, all Library customers have a right of privacy and confidentiality regarding the collection of personal information and the use they make of the Library facilities, collections and website. We have an obligation to our customers to maintain their confidentiality and respect their privacy. As you work with the staff, you may be exposed to information of a confidential nature. Such information is not to be shared with anyone else including family, friends or acquaintances. No one is permitted to remove or make copies of any records, reports or documents. Noncompliance will be subject to dismissal and/or possible legal action.

Volunteer/Staff Relationship

Volunteers of the Library assist in the daily operations as well as special projects of the Library. They work under staff direction and supervision and trained to perform the tasks assigned.

Volunteers are expected to cooperate with their supervisors in accomplishing the daily work of the department/Library branch. Proper use of work time is expected of all staff and volunteers. Volunteers and their supervisors share the responsibility of good communication. In resolving problems the procedure for “Complaint or Problem Resolution” may be followed as noted on page 13.
Attendance

Once accepted and placed in a volunteer assignment, it is important that the volunteer report for duty on time as scheduled. If the volunteer intends to be absent, please inform the supervisor or the Volunteer Services Coordinator as soon as possible.

Volunteer Time Sheet

The volunteer time sheet needs to show the time actually spent in the volunteer’s assignment. It is important that the volunteer sign in on the correct day he/she reports to work and sign out when tasks are completed, so that, in case of emergency, the Volunteer Services Coordinator and/or supervisor know who is volunteering in the building.

Volunteer time to be recorded includes:
- Time spent in the volunteer assignment
- Time spent in orientation
- Time spent in meetings concerning volunteer work

When filling in the time sheet at each location, the volunteer needs to round his/her time to the nearest quarter hour. It is also necessary to sign the volunteer time sheet the first time the volunteer comes to volunteer every month. The time sheets are collected at the end of every month. The times recorded on the volunteer time sheets are used to:
- Create individual permanent records of volunteer service
- Report statistics concerning the volunteer program to the Deputy Director and the Library Board of Trustees.
- Give an account of volunteer hours to workman’s compensation

The Volunteer Services Coordinator reserves the right to correct time sheet inaccuracies. The changes will be clearly marked and initialed by the Volunteer Coordinator. The volunteer time sheet must not reflect time spent as a customer. Volunteers are permitted in non-public areas of the Library only when they are actually volunteering.

Leave of Absence

Volunteers may on occasion find that they are unable to meet the commitment to their assignment. In a timely manner, a leave of absence can be requested by contacting the Volunteer Services Department. In order to take a leave of absence a volunteer must:
- Discuss the situation with the Volunteer Services Coordinator
- Agree upon a return date
- Contact the Volunteer Services Coordinator prior to scheduled return date
- In the case of emergency, contact the Volunteer Services Coordinator at 419.521.3145
**Volunteer Appearance**

Each volunteer is a reflection of the Library. Volunteers are expected to be neat and clean. They are allowed to wear jeans. Volunteers should refrain from wearing the following apparel when they volunteer at the Library. The list below is not intended to serve as an all-inclusive list.

- Torn, patched, or frayed clothing
- Any tight form fitting clothing
- Halter, tube or tank tops, leggings, stirrup pants and other extreme form-fitting garments
- Any neckline that could be too low cut or revealing
- Muscle shirts
- Shorts
- Skirts should be of a length that would completely cover appropriate body parts when standing, kneeling, bending, etc.
- Bare midriffs (bare skin showing between pants and tops)
- Sheer clothing
- Sweat suits/warm-up suits, or sweat pants, exercise and yoga pants
- Hats or head coverings not related to or required by a volunteer’s religious practice
- Any flimsy, foam beach-type sandals
- Appropriate undergarments are to be worn at all times
- All practices for good personal hygiene must be applied

The supervisor reserves the right to send volunteers home who are not dressed appropriately.

**Volunteer Badge**

You are required to wear a volunteer badge while volunteering at the Library. The badge does not identify the volunteer by name but informs customers and staff that you are a volunteer at the Library. The volunteer badge is located at the Volunteer Desk at Main Library and each Library branch facility. Volunteer badges are not allocated to each volunteer so please leave the badge at the facility where you volunteer for other volunteers to use.

**Parking Facilities**

Because of limited parking at the Main Library, volunteers and staff can not park their vehicles in the parking garage. Yellow parking permits will be given to volunteers to be used in the staff parking lot west of Mulberry or the parking lot east of the Library. It is necessary to return these to the Volunteer Services Coordinator when you resign as a volunteer. When you’re volunteering, please place the parking permits where the security guards can see them in your car.

The only exception is homebound volunteers who may use the Library parking garage for 20 minutes or less to pick up and return homebound materials.

Parking spaces are allotted at Library branches for staff and volunteers. Please ask the Branch Manager where they are located.
Personal Belongings

The Library assumes no liability for personal items that are lost, damaged or stolen. It is not advisable to bring valuables to the Library. At Main Library, lockers are available for your coat and personal belongings. The locks are located in each locker. The keys to the lockers are located on the bulletin board at the volunteer desk. Please return the keys when you are done at the end of your volunteer work day. These lockers are intended for daily use and not for permanent use by one volunteer.

Rest Periods

A 15-minute break for every four volunteer hours worked is permitted. Volunteers should always let the department/Library branch supervisor know when they are leaving on break. Volunteers can use the staff room, which is designated for staff members and volunteers only. If a volunteer would like to take a break longer than a 15 minute period, they should sign out and sign in upon their return.

Smoking, Eating, & Drinking

Library staff and volunteers need to maintain the professional atmosphere that the public expects. Food consumption is permitted in the staff room. Covered drinks are allowed in the Library. Main Library and all Library branch facilities are smoke free; therefore, volunteers at Main Library who choose to smoke may do so outside the Main Library facilities only at the south side exit (near the Technical Services Department), facing Library Way. Volunteers at the Library branch facilities must ask the Branch Manager where the designated area for smoking is allowed. Volunteers are required to dispose of their own cigarette butts. Use of alcohol or illegal drugs in the workplace is strictly prohibited as is the sale, distribution, possession or manufacture of illegal drugs on the premises of the Library.

Use of Library Equipment and Telephone

Care must be exercised by each volunteer who works with valuable equipment. Common sense guidelines include but are not limited to:

- Don’t use equipment unless trained to do so
- Seek staff assistance if equipment is not working properly
- Refrain from using equipment for personal needs

Personal use of Library telephones should be kept to a minimum. When making or receiving personal calls of a non-emergency nature, conversations should be kept brief. Volunteers may not use Library telephones for personal toll calls. Making and receiving calls on personal cell phones should be confined to non-public areas, workrooms or staff lounge.
Printer/Copy Expenses

A volunteer may make five copies or print five pages per day on the Library’s printer for personal use before incurring a charge. All copies after five will cost $.10 per page.

Solicitation

General solicitation is not permitted in the Library. However, cookie and candy sales, walk-a-thons and other fundraisers may be handled by placing an information sheet on a table in the staff room for interested staff and volunteers to sign.

Fire and Evacuation Plan

If a fire alarm sounds, staff and volunteers are responsible for assisting customers out of the building. During your orientation and tour of the building (either Main Library or Library Branch) you will be shown all of the exits. When the fire alarm sounds, everyone leaves the building without question. There are specific considerations to keep in mind:

• Follow the lead of the staff
• Remain calm and assist customers to the nearest exit.
• At Main Library do not use elevators or the central stairs. Be careful of the fire doors that drop in the archways between the Second Floor Lobby/Children’s Department and the Second Floor Lobby/Adult Services Department.
• Exit the Main Library building and walk across the street until the all clear is given.

Volunteer Recognition

The Library recognizes its volunteers at a Recognition Dinner scheduled in April of each year. Invitations are issued and appreciation gifts are presented at the Recognition Dinner. To be eligible to receive an invitation to the recognition event, the volunteer must be an active participant in the program at the time of the Recognition Dinner and new volunteers need to have a minimum of six weeks of active volunteer service prior to the scheduled dinner.

Another form of recognition is the “100 Hour Club”. Volunteers become members of the 100 Hour Club when they accumulate 100 hours of volunteer service. After every 100 volunteer hours they are given the option to have a bookplate mounted in a book in our collection reflecting an area of interest to the volunteer. The accumulation of hours for the 100 Hour Club started in January 1994.
Fine Free Benefit

Volunteers must check out Library materials according to borrowing procedures. Materials that are removed from the Library without being checked out will be considered stolen.

Volunteers will not have to pay fines on overdue materials while they are actively volunteering at the Library. Volunteers must return the materials in a timely manner. Fines accumulated prior to volunteering will not be waived. If a volunteer abuses the fine free status, it will be discontinued.

Volunteers will pay fines on all lost or damaged materials.

References

The Volunteer Services Department will provide references for volunteers. The following information will be released as a reference:

- Beginning and ending date of service
- The various assignments performed as a volunteer
- Number of hours of service given

If a volunteer is volunteering to gain certain qualifying experiences and needs a reference to address said experiences, the volunteer must discuss this with the Volunteer Services Coordinator. Extensive references will be given only if a minimum of 100 hours of volunteer service has been given.

Changes in Personal Information

The Volunteer Services Department needs current personal information on each volunteer at the Library. It is needed to contact family and/or designees in case of an emergency, and when the supervisor must find substitutes for volunteers who are suddenly unavailable. Please notify the Volunteer Services Department of any change of address, name, telephone number and emergency contact information.

This information will be kept in the Volunteer Services Office and in the Department/Library Branch the volunteer works.

Employment at the Mansfield/Richland County Public Library

The volunteer’s agreement to donate services to the Library is made through the Volunteer Services Department. The service is accepted as given for humanitarian reasons and without consideration of compensation or future employment.
Personal Evaluation

Often the volunteer is the first to sense changes in their abilities that affect performance in their volunteer job. A declining ability to perform their present assignment doesn’t mean that past services haven’t been a valuable contribution to the Library or that further contributions can’t be made. Diminishing performance must be addressed either by the volunteer or the department supervisor. Sometimes reassignment to a new volunteer position can be made.

Departmental Evaluation

The Volunteer Services Coordinator will issue an evaluation after the volunteer has been working at his/her position a minimum of 40 hours or 3 months. The Volunteer Services Coordinator will issue an evaluation form to both the volunteer and the department supervisor. If the volunteer is reassigned before reaching the 40-hour or three-month limit, an evaluation will be done at the time of transfer. After the initial evaluation, a yearly evaluation will be conducted, on or near the volunteer’s anniversary date. The purpose of the evaluation is to determine job satisfaction and performance. It will enable the Volunteer Services Coordinator to determine what kind of a job the individual has done (for reference purposes), and whether the needs of the volunteer and the department are being met. It is the Volunteer Services Coordinator’s job to make certain that each volunteer is capable and comfortable so he or she may experience the satisfaction that comes with a job well done. The evaluation will be reviewed by the volunteer and the Volunteer Services Coordinator and signed by both.

The information contained in a volunteer’s evaluation shall be considered confidential and shall not be released to unauthorized individuals without the volunteer’s written consent. Unauthorized individuals are all persons other than the volunteer’s immediate supervisor, the Department Supervisor/Branch Manager, the Volunteer Services Coordinator, the Deputy Director and the Director.

Incident/Injury Reports

The safety of volunteers and staff at the Library is important. While working at the Library, volunteers suffering an incident/injury should report it to their supervisor immediately to document. All incident/injury reports involving volunteers will be kept on file in the Volunteer Services Office until the volunteer is no longer volunteering with the Library.
Worker’s Compensation

Worker’s Compensation for job related injuries is provided according to Ohio Revised Code. Notify your immediate supervisor to document the accident.

Sexual Harassment

Sexual harassment is strictly prohibited by all volunteers, staff, supervisors, and members of management. Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of sexual nature when:

- Such conduct has the purpose or effect of unreasonably interfering with an individual’s work performance or creating an intimidating, hostile, or offensive working environment.

Sexual harassment may include a range of subtle or not-so-subtle behaviors and may involve individuals of the same or different gender. Depending on the circumstances, these behaviors may include, but are not limited to:

- Unwanted sexual advances or requests for sexual favors
- Sexual jokes and innuendoes
- Verbal abuse of a sexual nature
- Commentary about an individual’s body, sexual prowess or deficiencies
- Leering, whistling or touching
- Insulting or obscene comments or gestures
- Display in the workplace of sexually suggestive objects or pictures
- Other physical, verbal or visual conduct of a sexual nature

This policy describes conduct that is prohibited in the workplace and in any work-related setting whether or not the incidents occur during working hours. The Library takes sexual harassment very seriously. If a volunteer believes they have experienced any of the above situations they should report it immediately to their supervisor and the Volunteer Coordinator upon which the alleged sexual harassment will be investigated.
Discipline and Dismissal

To ensure continuous and successful operation of the Library and the Volunteer program, and to minimize disruptions and conduct that interferes with the Library function, certain rules and policies are adopted. Infraction of such rules will be considered just cause for disciplinary action, including dismissal as a volunteer.

When a volunteer’s performance is questioned it will be necessary to have a discussion and/or investigation with the volunteer about performance issues, unsatisfactory behavior or violation of Library or Volunteer Department policies and procedures. Such a discussion may come from the Department Supervisor or the Volunteer Services Coordinator.

Depending on the situation, certain options may include but are not limited to:

• Specific improvements may be agreed upon
• Additional training may be necessary
• Reassignment
• Time off pending reassignment
• The volunteer may choose to resign.

The Department Supervisor may request reassignment of any volunteer, however dismissal of volunteers shall be the sole responsibility of the Volunteer Services Coordinator; the Deputy Director and the Director will be kept informed.

The following is the basis of disciplinary action and dismissal after warning. Under these situations, a volunteer will not be discharged without first having been notified that a repetition of the offense will make him or her liable to dismissal:

• Incompetence in performance of duty
• Failure to conduct oneself toward customers, staff and fellow volunteers as to make for peaceful and cooperative effort to aid in building general efficiency in every department/Library branch
• Violation of working rules when the degree of such violation does not justify immediate dismissal without notice
• Falsifying volunteer time records
• Improper dress
• Failure to carry out instructions of the supervisor in charge.

The following will be the basis of dismissal without notice. This list includes but is not limited to:

• Violation of any law or regulation giving special attention to, carrying concealed weapons, fighting or attempting bodily injury to oneself or others, drunkenness, stealing, embezzlement, or malicious mischief which results in the injury of others or damage of property, use or possession of illegal drugs.
• Breach of confidentiality and/or falsifying any Library record.
• Insubordination, including, but not limited to, refusal or failure to perform work duly assigned and/or use of profane or abusive language toward fellow volunteers, staff or supervisors.
• Willful or gross negligent conduct in care and use of Library property.
Complaint or Problem Resolution

When volunteers have a complaint and/or problem the following procedure will be followed:

• Any volunteer with a complaint must first discuss it fully with the immediate supervisor. Should they not reach an agreement on the matter; a meeting should be called with the Volunteer Services Coordinator, the Deputy Director and the immediate supervisor. Should no resolution come at this meeting, the volunteer should file a written statement of the problem. A copy will be presented to the Volunteer Services Coordinator, Deputy Director and the Director.
• A meeting will be held as soon as possible to resolve the problem. A record of these proceedings must be kept by the Volunteer Services Coordinator in the volunteer’s file.

Exception to this procedure may be made when the complaint or problem involves the immediate supervisor directly. In this instance, the volunteer may contact the Volunteer Services Coordinator who will discuss the complaint with the Deputy Director.

Resigning from Volunteer Service

When a volunteer chooses to resign, it is expected and appreciated that as much advance notice as possible be given. Volunteers who resign from the program are asked to fill out an Exit Evaluation. This evaluation asks for comments about the strengths and limitations of the Library’s Volunteer Program. The honest completion of this evaluation will assist the Volunteer Services Department in revising and improving the program.

Holidays Observed by the Library

The Library will observe the following holidays:

Library closed:  New Year’s Day  
                Easter Sunday  
                Memorial Day  
                Independence Day  
                Labor Day  
                Thanksgiving Day  
                Christmas Eve Day  
                Christmas Day  

Library open:  Martin Luther King Day  
               President’s Day  
               Columbus Day  
               Veteran’s Day  

The Library will close at 5 PM on Thanksgiving Eve and New Year’s Eve. Additional holiday time the Library is to be closed may be determined by the Board.

If you are scheduled to work on a holiday when the Library is open and you do not wish to work, contact your immediate supervisor with whom you are working.
Staff and Library Hours

Main Library
Debbie Smith - Volunteer Coordinator ........................................419.521.3145
Pam Lewis - Adult/AV Services Coordinator .................................419.521.3111
Laura Kettering - Adult/Reference Department Manager .............419.521.3114
Boyd Addlesperger - Sherman Room ...........................................419.521.3115
Terry Carter - First Call 211..............................................................419.525.2193
Katie Gatten - Branch & Youth Services Administrator ..............419.521.3148
Marian Benjamin - Cataloging Manager ........................................419.521.3134
Luann Armstrong - Extension Services (Homebound) .................419.521.3104
Patricia Brewster - Children’s Department Manager ..................419.521.3131
Connie Rader - Circulation Department Manager ......................419.521.3141

Branch Locations
Reita Linton - Bellville Branch.....................................................419.886.3811
Natasha Waltz - Butler Branch.....................................................419.883.2220
Ryan Vasko - Crestview Branch ..................................................419.895.0010
Danica Perry - Lexington Branch .................................................419.884.2500
Joshua Andra- Lucas Branch ......................................................419.892.2576
Christine Pyles - Madison Branch ...............................................419.589.7050
Matt Bachelder - Ontario Branch .................................................419.529.4912
Ryan Vasko - Plymouth Branch ...................................................419.687.5655

Library Hours:
Main:
Monday-Thursday 9 AM-8 PM
Friday, Saturday 9 AM-5 PM
Sunday 1 PM-5 PM

Bellville, Lexington, Madison, Ontario
Monday, Tuesday, Thursday 9 AM-8 PM
Wednesday, Friday, Saturday 9 AM-5 PM

Butler, Crestview, Lucas, Plymouth
Monday, Tuesday, Thursday 10 AM-8 PM
Wednesday, Friday 10 AM-5 PM
Saturday 9 AM-3 PM

*These guidelines are subject to change without notice.
Revised 8/6/15