



Community Volunteer Policy and Guidelines

Background

The Granby Public Library accepts and utilizes volunteers to enhance public library services within the community. Granby residents interested in working at the Library as a volunteer for an ongoing service period or for a limited period of time for school or workplace community service requirements are eligible to apply.

General Information

Community Volunteers provide support services to the staff and/or work on special projects or programs on an as-needed basis. All volunteer assignments will be conducted under the supervision of Library staff. Because staff time is required to train and supervise community volunteers, the Director of Library Services has the discretion to accept or reject applicants based on the needs of the Library.

Policy

All Community Volunteers are required to fill out a Community Volunteer Application and be willing to be the subject of a background check.

Community Volunteers are accepted by the Library based upon their qualifications for library work, their availability for service hours, and the need for assistance within the Library branches at the time of application. Volunteers who have special talents and skills are encouraged to share them with the Library staff to further enrich the Library's **programs and resources**. In addition, **volunteers who are** willing to drive their own vehicles on behalf of the Library as part of their service must show a valid driver's license and proof of automobile insurance prior to serving in that capacity.

Volunteers are trained by, work with, and take direction from an assigned library staff member who is responsible for their work. Work schedules and specific time commitments will be arranged by each volunteer and their supervisor. Work will be scheduled during hours when adequate supervision is available. If needed, the supervising staff member may also recommend removal of a volunteer from service.

Volunteers will be provided with and will wear badges identifying them as volunteers while working in public areas. They will record the number of hours worked at the end of each volunteer period.

Community Volunteers may be dismissed if they do not adhere to the assigned schedule or at the discretion of the Director of Library Services.

Thank you for offering your valuable time to assist the staff members of the Granby Public Library. As a volunteer of the Library, your time helps staff members use their time more effectively and helps the Library serve the community of Granby more fully.

Community Volunteer Responsibilities

- To adhere to the policies and procedures of the Town and the Library
- To maintain high standards of personal integrity and ethical conduct
- To discharge job duties and responsibilities in a conscientious and professional manner
- To respect the rights, responsibilities, and authority of others
- To interact with library employees, volunteers, and patrons in a helpful and courteous manner that reflects credit upon the public service mission of the Granby Public Library

General Rules of Conduct

Employees and volunteers are both expected to observe general rules of conduct that are necessary to maintain a professional and businesslike workplace. A complete list of employee rules and policies are available in the Staff Operations Manual.

Timeliness- Community Volunteers should work with the Volunteer Coordinator and/or their supervising staff member to determine their volunteer shifts. Volunteers should arrive to their shift with enough time to “settle in” before the start of their assigned time.

Personal Appearance & Attire- Community Volunteers should follow the same dress code as staff members, presenting a “business casual” appearance. In the event of working on a special project, such as cleaning out storage areas or working with children at a messy craft, clothing can be appropriate for the occasion. We ask that volunteers don’t wear any heavy perfumes or aftershaves to keep anyone with allergies comfortable. We also ask that volunteers wear a provided “volunteer badge”.

Telephones- Volunteers should not answer the library telephones. Personal calls on the library telephones should be limited and conducted only with staff permission. Cell phone use should be limited to emergencies and use of cell phones may not be done in public areas. Cell phone use is limited to staff workroom or kitchen areas only.

Principles and General Practices of the Library

The Library will provide equal treatment and services to persons without regard to sex, race, color, religion, sexual orientation, national origin, economic or cultural condition and/or physical and mental abilities. In accordance with this, Community Volunteers shall be appointed, trained, assigned or removed solely on the basis of their ability to perform the essential functions of the job.

Zero Tolerance

The Town of Granby prohibits workplace violence committed by or against employees and volunteers. Employees and volunteers are prohibited from making threats or engaging in violent activities. The following list of behaviors, while not inclusive, provides examples of conduct that is prohibited.

- Causing physical injury to another person
- Making threatening remarks
- Aggressive or hostile behavior that creates a reasonable fear of injury to another person or subjects another individual to emotional distress
- Intentionally damaging Town of Granby property or the property of another employee
- Possession of a weapon while on Town property (except for sworn police personnel)
- Committing acts motivated by or related to harassment or domestic violence

Policy on Sexual Harrassment

The Town of Granby prohibits discrimination against any employee/volunteer based on sex. Such discrimination includes all forms of sexual harassment. The Town of Granby will not tolerate sexual harassment of any individuals. This list of behaviors, while not inclusive, provides examples of conduct that is prohibited:

- Physical or verbal assaults or other physical or verbal conduct of a sexual nature, including unwanted touching
- Unwanted sexual advances, propositions or other sexual comments
- Taking retaliatory action against an individual for discussing or making a sexual harassment complaint

Substance Abuse Policy

The Granby Public Library prohibits the use, sale, dispensing or possession of illegal drugs, narcotics, alcoholic beverages, tobacco products and/or cannabis on its premises or by its employees and volunteers acting within the scope of their duties. This prohibition also covers all legal or prescription drugs that may impair a person's ability to perform their job.

Adopted by Granby Library Board July 11, 2023