

# Volunteer Handbook

Thank you for your interest in volunteering at the Larchmont Public Library (LPL)! LPL enjoys a exceptional reputation within our community and with our patrons for outstanding customer service and excellence in library services. Volunteering is very important at LPL and we hope that each volunteer will add their own unique skills to make the library a better place.

Prior to engaging in any volunteer activity, each volunteer will be required to fill out a volunteer application. Only after the application, which includes a background check, is approved by the volunteer coordinator will the volunteer be scheduled for a work assignment. All volunteers will receive a copy of the policy with their application. Convictions of certain crimes may exclude an individual from volunteering.

Hours and days of volunteer service will be determined by the volunteer coordinator. Volunteers are expected to arrive at the library on time. All volunteer work must be completed within normal library hours. Exceptions may be made by the Library Director.

## **Court-Ordered Volunteers**

Individuals fulfilling community service obligations are generally **not eligible** if: 1) they were convicted of any violent crimes, 2) they are completing community service for crimes involving theft, 3) they are completing service for crimes that involve children, 4) they are completing community service for the crime involving the intent to distribute drugs, 5) they are completing community service for crimes of a sexual nature.

Requests from individuals needing to meet court-ordered community service requirements will be accommodated only if the library is given adequate time to process the application. We have no obligation to accommodate court-ordered volunteers who delayed starting their hours or have a rapidly approaching deadline.

Court ordered volunteers must come with the appropriate paperwork and be responsible for helping us track time. Court ordered volunteers failing to fulfill their agreed-upon volunteer schedule will have their volunteer status canceled and their change in status will be reported to the courts (as appropriate).

## **ADULT VOLUNTEER RULES AND PROCEDURES**

### **Training**

Each volunteer will need to participate in a mandatory orientation before being allowed to volunteer. These orientations take place throughout the year. During these orientations volunteers will go over the volunteer manual and be given jobs appropriate to their skills.

## **Volunteer Shifts**

Typical volunteer shifts are 1-2 hours, up to twice a week and a minimum of 1 day per month.

## **Sign-in Sheet**

When a volunteer begins they receive a volunteer sheet with their name and start date. Volunteers are required to sign in and out of the volunteer binder at the beginning and end of each shift.

## **Identification**

Volunteers will be provided with a volunteer name tag that they must wear while volunteering.

## **Staff Areas**

Typically volunteer shifts will be held in public areas so personal belongings can be kept in the area around the front desk.

## **Volunteer Dress Code**

Volunteers need to dress neatly and appropriately to the task assigned. Please bear in mind that you are representing the Library.

## **Conduct**

Volunteers must show exemplary customer service skills to the general public and staff members. Harassment based upon sex, race, color, religion, national origin, age, disability, marital status, sexual orientation, genetic predisposition, military status and/or protected activity is strictly prohibited. Please treat others the way you would want to be treated. Be prompt, consistent and on time. Remember, others rely on you.

You are expected to arrive at the Library early enough to be ready to start at the appointed time. If you are going to be late or absent, please immediately inform the Information Desk (834-2281 x. 3 or [larchmontlibrary@larchmontlibrary.org](mailto:larchmontlibrary@larchmontlibrary.org)).

Volunteers should avoid personal visits from friends or family during their shift.

Cell phones should be put on silent. Phone calls can be made on a very limited basis in designated areas. Texting and other phone use should not interfere with completing your task.

## **Confidentiality Statement**

Volunteers may come into contact with confidential, personal information, such as patron records. We take our patrons' privacy very seriously. Also, it is protected by state law (<https://www.nysenate.gov/legislation/laws/CVP/4509>). If you are not certain if the information is confidential, always be cautious and assume it is. Ask the volunteer coordinator for help.

## **Ending of Volunteer Service**

Volunteers may choose to end their library service at anytime. Just tell us.