

## **Description of Volunteer Job Duties/Volunteer Expectations**

The Land O' Lakes Public Library is grateful for the efforts of volunteers from the community. We would not be able to offer all of the programs and services we have at the library without our volunteers.

### **A. *Examples* of Responsibilities of Volunteers:**

- Running the Circulation Desk (checking in, checking out, placing holds, renewing items, calling patrons)
- Taking care of ILL deliveries and pickups on Mon., Wed., Fri.
- Waiting on patrons with a high level of customer service
- Emptying book drops (both the one that comes from outside and the one at the circulation desk) and taking items to the circulation desk to be checked in.
- Shelving materials
- Straightening shelves
- Assisting with library programming
- Performing light housekeeping
- Processing materials
- Performing other duties as assigned by the library director or library assistants
- Operating equipment including but not limited to assisting patrons on computers copiers/printers/ fax machine, shredder, microfilm reader, elevator & rolling carts
- Setting up/tearing down furnishings and supplies for programs, events, etc.

### **B. Abilities and Knowledge:**

- Understand and perform assigned tasks.
- Follow detailed instructions.
- Communicate effectively with staff and public.
- Knowledge and use of English grammar and spelling
- Basic computer knowledge or the ability to learn library software.
- Have a positive relationship with other volunteers, staff, patrons and public.
- Follow directions from the librarians.

### **C. Physical Demands**

- Ability to bend, reach and twist.
- Ability to lift (shred bags, delivery bags/bins, chairs, etc.)
- Ability to stand for long periods of time.
- Ability to handle books, pick them up and move them.
- Ability to walk, stoop and kneel.
- Ability to talk, hear and to see up close.
- Ability to communicate on a phone.

#### D. Schedule

Volunteers will discuss with the library director to determine which day and time will work best for the library to schedule their volunteer time. This will be based on the library's needs. Once the volunteer is on the schedule, it is expected that the individual will show up on time (not too early and not too late). If the volunteer cannot make it to their assigned volunteer shift, they should let the library director know enough ahead of time to find another volunteer to fill this spot.

#### E. Training and Supervision

Volunteers are trained and supervised by either the library director or library assistants. If the library director or library assistant is not available to supervise, sometimes it may be necessary for a volunteer to not work their usual schedule that week. Also, sometimes highly trained volunteers are able to fill in and manage the circulation desk if all staff librarians are not able to work on a certain day(s).

#### F. Hygiene

Volunteers are expected to have acceptable personal hygiene while volunteering at the library.

#### F. Dismissal

If a volunteer is unable to meet expectations, at the discretion of the library director the may be dismissed. Some reasons for being dismissed may include:

- Incompetence/not following expectations.
- Repeatedly not showing up for their designated time slot without notice
- Behaviors in the library that cause the library's image to be diminished.
- Theft
- Drug or Alcohol Abuse

The volunteer may appeal the dismissal to the library board.

#### G. Confidentiality

All volunteers who work with customer records must sign a confidentiality agreement once per year. This form will be kept on file at the Land O' Lakes Public Library and Northern Waters Library Service. This form is attached on page 3 of this document.

Please sign and date below that you have read and agree to the Volunteer Expectations:

\_\_\_\_\_ Volunteer or Volunteer's Parent or Guardian

The Land O' Lakes Public Library recognizes both an ethical and a legal requirement to protect the privacy of library users' records. Ethical standards for the library profession, and Wisconsin State Statute require that the privacy of customer records be maintained.

The Land O' Lakes Public Library will protect each library user's right to privacy and confidentiality with respect to information sought or received and materials consulted, borrowed, acquired or transmitted. \* Under Section 43.30, library records that indicate the identity of an individual who borrows or uses the library's documents or other materials, resources or services may be disclosed only in the following circumstance:

1. With the consent of the individual library user, or
2. By court order, or
3. To custodial parents or guardians of children under the age of 16, or [see ss. 43.30(4).
4. To persons acting within the scope of their duties in the administration of the library or library system, or
5. To other libraries (under certain circumstances) for interlibrary loan purposes.

I acknowledge that I have received and read the Land O' Lakes Library Privacy of Patron Records. I understand and will abide by the provisions contained therein.

Signature \_\_\_\_\_

Date \_\_\_\_\_