

Bettendorf Public Library Information Center

Volunteer Policy

Volunteers for the Bettendorf Public Library help enhance the excellent quality of services and programs offered by library staff every day. Our volunteer program is designed to further the relationship between the library and the community it serves and complementing the efforts of paid library staff.

Volunteer Service Program General Guidelines

- Applicants must be 14 years or older to apply. Applicants less than 18 years of age must include a signature from a parent or guardian with their application.
- Per City Policy, applicants are required to sign a *Release of Information* form, authorizing the City of Bettendorf to conduct a criminal background check.
- Relatives of library staff may not volunteer under the direct supervision of a family member.
- Volunteers are placed in positions best suited to their skills, interests, and availability, as determined by the volunteer coordinators and/or library management. Selection is based on the needs of the library.
- The library will provide orientation, training, supervision and recognition to the volunteer. The Volunteer Coordinator may re-assign a volunteer's project or responsibilities based on the changing needs of the library, the volunteer's strengths or interests.
- Volunteers may be released from the program at the discretion of library management, and/or as approved by the Library Director.

Volunteer Reporting Guidelines:

- Unless otherwise specified, volunteers report to their assigned Volunteer Coordinator. The Volunteer Coordinators may arrange for volunteers to report to various staff-members of other library divisions, especially if the assigned activity required additional coordination or supervision.
 - When the assigned Volunteer Coordinator is not present, volunteers may be required to report to other senior staff such as library division managers, senior staff on duty, etc.

Expectations for all Library Volunteers:

- Volunteers will comply with all library policies and procedures, including the library's *Confidentiality Policy*.
- Volunteers will provide their Volunteer Coordinator with advanced notice of absence, leave, or tardiness prior to their assigned shift.
- In keeping with the City of Bettendorf Core Beliefs, and the mission and values of the Bettendorf Public Library, all volunteers shall be courteous, demonstrate good teamwork, and show respect for fellow volunteers, patrons, and employees.