VOLUNTEER POLICY

The North Sioux City Community Library Volunteer Program is designed to expand and enhance public service to the community. Volunteers generally provide support services to paid staff, or assist with special projects. Volunteers are expected to act in accordance with all library policies and to reflect positive customer service attitudes to all library patrons.

Selection of Volunteers:

Volunteers are not "employees" of the City and will be recruited for specific tasks or functions rather than on a general basis. Volunteers will provide special, unusual, or supplemental services. Volunteers must be at least 14 years of age and must meet the age requirements of the volunteer opportunity for which they are seeking enrollment. Any volunteer under the age of 18 must have written permission from a parent or guardian.

Prospective volunteers are required to completely fill out an application form (available at the Circulation Desk) and go through the City's screening process to ensure suitability for the volunteer opportunity. The Library Director may request an interview after reviewing an application, and background checks. Background fingerprint checks for those volunteering with children or special populations may be required prior to the start date. If there are no suitable volunteer opportunities, application forms will be kept on file for a period of six months.

Applicants will be called if a project is identified which matches their interests or qualifications. The Library Director reserves the right to enlist or decline the services of any volunteer without cause.

Volunteer Roles and Responsibilities

The North Sioux City Community Library greatly appreciates its volunteers, but it cannot guarantee desired shifts or projects. Volunteers shall only volunteer during hours when adequate supervision is available. A volunteer's schedule and specific time commitment will be mutually arranged in advance by the volunteer and the Library Director or immediate supervisor.

Volunteers will receive specific training in their assigned duties from the library staff member who directly supervises their service. All reasonable care will be taken to ensure the safety of volunteers.

Volunteers are subject to the Library's Behavior Policy at all times when on the Library premises, as either a patron or volunteer. Volunteers will not be alone with an underage child and/or a vulnerable adult, except when in full view of staff. (i.e. Volunteer will not accompany a child or vulnerable adult in the break room, bathroom, etc.) Further, volunteers will not agree to meet with an underage child and/or vulnerable adult outside of the Library setting.

The North Sioux City Community Library does not compensate volunteers for time spent or expenses incurred. The City does not provide medical coverage or liability insurance for volunteers. Volunteers cannot bind or represent themselves as city employees. Volunteers cannot be city employees who perform similar work for which they are employed.