



Volunteer Policy

I. Purpose

The Geneva Public Library recognizes volunteers as invaluable partners in fulfilling the library's mission. Volunteers may assist with programming, promote public awareness of the library, and help maintain the library's appearance and cleanliness. This policy outlines the framework for a mutually beneficial volunteer program that supports the library's strategic goals while providing meaningful opportunities for community engagement.

II. Definition of a Volunteer

A volunteer is an individual who freely offers their time and services to the Geneva Public Library without compensation, benefits, or expectation of employment. Volunteers supplement, but do not replace, the work of paid library staff.

III. Volunteer Opportunities and Recruitment

The Geneva Public Library offers a variety of volunteer opportunities tailored to the needs of the library and the skills and interests of prospective volunteers.

Recruitment efforts will be open to all individuals regardless of age, race, creed, color, national origin, sexual orientation, gender identity or expression, military status, sex, disability, predisposing genetic characteristics, familial status, or marital status.

IV. Application and Selection Process

1. **Application:** Prospective volunteers must complete the Geneva Public Library Volunteer Application Form .
2. **Interview:** Qualified applicants may be invited for an interview with the designated Library staff member responsible for volunteer coordination to discuss interests, availability, and suitable volunteer roles.
3. **Parental Consent for Minors:** Volunteers under the age of 18 must have parental or legal guardian consent. Generally, the Library will not accept volunteers under the age of 11.

4. **Placement:** Volunteer assignments are made based on the Library's current needs, the applicant's skills and interests, and successful completion of the application and interview process. Applications will be held for 5 years.

V. Roles and Responsibilities of Volunteers

Volunteers are expected to:

- Adhere to all Geneva Public Library policies and procedures, including but not limited to the Patron Code of Conduct, Confidentiality Policy, and any applicable safety guidelines.
- Be punctual and consistent in their attendance and notify their supervisor in advance of any absences or lateness.
- Conduct themselves in a professional and respectful manner, reflecting a positive customer service attitude to all patrons and staff.
- Wear a visible volunteer badge or other identification as provided by the Library while on duty.
- Refer all patron inquiries requiring professional library expertise (e.g., reference questions, policy interpretations) to appropriate Library staff.
- Work under the direct supervision of designated Library staff. Volunteers are not permitted to supervise other volunteers or be left in charge of any library section or program independently.
- Record their volunteer hours accurately as instructed by Library staff.
- Abide by the Library's dress code, ensuring attire is neat, clean, and appropriate for a public library setting.

VI. Training and Supervision

Designated Library staff will be responsible for coordinating and supervising volunteers.

Volunteers will receive:

- An orientation to the Library's mission, facilities, and general operations.
- Specific training for their assigned duties from the staff member who directly supervises their work.
- Information on relevant Library policies, including emergency procedures.
- Ongoing guidance and feedback to ensure a positive and productive volunteer experience.

VII. Volunteer-Staff Relationship

Volunteers are integral to the Library's success and are highly valued. Library staff will treat volunteers with respect and appreciation. Volunteers, in turn, are expected to respect and cooperate with Library staff. Any grievances or concerns should be addressed promptly with the designated Library staff supervisor.

VIII. Termination of Volunteer Service

The Geneva Public Library reserves the right to terminate a volunteer's service at any time, for any reason, at its sole discretion. Reasons for termination may include, but are not limited to, failure to adhere to Library policies, unsatisfactory performance, misconduct, or a change in the Library's needs.

Volunteers may also choose to discontinue their service at any time by notifying their Library supervisor.

IX. Recognition

The Geneva Public Library is committed to recognizing and appreciating the valuable contributions of its volunteers through various means, which may include thank-you events, certificates of appreciation, and public acknowledgment.

X. Disclaimer

This policy is intended to guide the volunteer program at the Geneva Public Library. It does not create a contract of employment or any other legal relationship between the volunteer and the Library. Volunteers are not employees of the Geneva Public Library and are not entitled to employee benefits, workers' compensation, or unemployment insurance.

Volunteers agree to release the Geneva Public Library from any and all liability for personal injuries and property losses or damage occasioned by, or in connection with, the Geneva Public Library, and expressly waive any such claim for compensation or liability on the part of the Geneva Public Library beyond what may be offered freely by the representative of the Library in the event of such injury or medical expense.

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