



VOLUNTEER POLICY

A “**volunteer**” is defined as a person who regularly performs duties or tasks for the Library without wages or benefits. The Library must use the services of volunteers to supplement the efforts of paid Library staff in meeting demands for quality public service and to serve as a method to encourage citizens to become familiar with their Library and the services being offered. The Library must make use of the services of interested volunteers to supplement and not to replace the work done by Library staff. The volunteers described in this policy are different from the Friends of the Library volunteers who are governed by their own policies and bylaws.

Categories of Volunteers

Adult Volunteers

Volunteers over the age of 18.

Community Service Workers

Offenders referred by the courts of Oakland County to the Library for community service work in lieu of punishment.

Interns/Practicum Student

A bachelor’s or master’s level student who is working to complete a practicum as part of their course of study. Scope of work will be determined by the intern/practicum student and Manager during an interview.

Student Transition

Volunteers accompanied by a coach; Novi Community Schools partnership.

Teen Volunteers

Students must be 14 to 17 years of age with an interest in working with the Library. They must obtain a Michigan work permit from the Library, which must then be signed by their school.

Guidelines

- The HR Specialist or designee oversees the use of volunteers, maintains a file of volunteers-and assigns a staff member to train, supervise; and evaluate volunteers.

- Volunteers over the age of 18 must complete a volunteer application form. All volunteers are required to have a background check prior to starting their volunteer commitment. Teen volunteers 14 to 17 years of age must have a completed work permit to volunteer for the Library. Volunteers will not be accepted if there is no suitable job match when skills, interests, locations, schedules, and transportation are considered.
- Volunteer hours will be determined based on the needs of the Library and availability of the volunteer. While the Library will attempt to accommodate the volunteer's schedule, we cannot guarantee it.
- Volunteers are recognized by the public as representatives of the Library and are guided by the same work, behavior and dress code as Library employees.
- Volunteers are expected to arrive at the Library in time to begin volunteer work as scheduled or notify the Library if they will be absent. All volunteer work must be completed within normal Library hours. Volunteers who fail to show as scheduled may forfeit their volunteer opportunity.
- Volunteers must wear an identification badge when working for the Library.
- This policy will not be deemed a contract between the volunteer and the Library. Both the volunteer and the Library have the right to terminate the volunteer's association with the Library at any time, for any reason, with or without cause. The Library does not provide any employee benefits to persons serving as volunteers.

Recognition

- Recognition is an important component of a volunteer program and is often the only way in which the Library can say "thank you." At least annually, there will be a formal recognition of Adult Volunteers from the Library.
- Community Service Workers – The HR Specialist will verify satisfactory performance levels and the number of hours worked to fulfill the court requirements.
- Students and Interns/Practicum - The HR Specialist will verify that these volunteers have satisfactorily completed the requirements for their volunteer activity.

Duties

- Volunteers may be asked to work on projects that are supportive of staff efforts. Examples include, but are not limited to: shelf reading to ascertain if books are in proper order, tagging/weeding/withdrawing materials for the Library's collection, cleaning materials, outdoor maintenance, dusting, moving books, interactive opportunities with the public such as greeting at program events and providing support for programs, and will be expected to help enforce the Patron Behavior Policy.
- Volunteers who refuse the assigned duties or who do not follow the Patron Behavior Policy and Rules of Conduct will forfeit their volunteer opportunity.

Approved by the Novi Public Library Board of Trustees: August 11, 1997

Amended: October 21, 2009; May 15, 2010; June 22, 2017; March 29, 2018; December 19, 2024
