



## VOLUNTEER POLICY

The Lemont Public Library District provides a Library Volunteer program to serve the needs of the Library and the Lemont community. Participation in the Volunteer program is governed by the policy established by the Library Board of Trustees and any applicable rules or regulations adopted by the Library.

The Lemont Public Library Volunteer Program is designed to expand and enhance public service to the community. Volunteers are an important extension of the library's staff. Volunteers perform a wide variety of tasks that are important to the institution. Volunteers are expected to act in accordance with library policies and to reflect positive customer service attitudes to all library patrons.

Individuals age 18 and over are eligible to apply for volunteer service. Youth ages 11-17 may only apply to serve as volunteers for designated youth programs, special projects, or events.

All prospective volunteers, aged 18 or older, are required to successfully complete a background check prior to being allowed to volunteer.

Please note: The Lemont Public Library District is unable to accept court-ordered or court-supervised community service.

The Lemont Public Library District shall use the services of volunteers to:

- Supplement the efforts of paid library staff, not replace the work done by staff.
- Serve as a method for encouraging citizens to become familiar with their library and the services offered.
- Serve as a way for citizens to gain meaningful experience, meet new people, and make a difference in their community.

Nothing in this policy shall be deemed a contract between the volunteer and the Lemont Public Library District. 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 Lemont Public Library District will not provide any medical, health, or workers' compensation benefits for injuries sustained while functioning as a volunteer.

Volunteers are not paid for their services, though they may be reimbursed for volunteer related expenses. Activities which may lead to such reimbursement must be approved in advance by the volunteer's supervisor and the Library Director.

All volunteers are selected based on their qualifications in relation to the needs of the library and based on their ability to commit to a consistent schedule of volunteer hours. The hours will be determined by the volunteer coordinator in discussion with the volunteer. Volunteers are expected to arrive at the

library in time to begin work as scheduled or call the library if they will be absent. All volunteer work must be completed within normal library hours, unless previously arranged and approved by the volunteer coordinator.

#### Qualifications and Skills:

- Flexibility: willingness to perform a variety of projects and tasks
- Communication and listening skills: willingness to ask questions if tasks are unclear
- Ability to follow instructions
- Dependability: willingness to fulfill volunteer commitment
- Ability to work cooperatively as a team with other volunteers and staff members

All volunteers must complete an application and have a brief interview with the library Volunteer Coordinator. If an opportunity is available that fits the volunteer's qualifications and interests, a background check will be performed. If there are no volunteer opportunities available, application forms will be kept on file for a period of one year.

#### Guidelines for Volunteers:

The library depends on its volunteers for a wide variety of tasks which otherwise need to be assigned to library staff. We ask volunteers to be reliable in their commitment to the library and to notify the library in advance if they are unable to work their regularly scheduled time slot. In turn, volunteers will be notified on any given day when the library opens late or closes early for any reason.

- Individuals are asked to wear a volunteer badge that identifies them as a volunteer while they are working at the library.
- Volunteers will be required to attend training sessions if needed.
- Volunteers will make note of time donated on a monthly timesheet kept at the Adult Services Desk.
- Should a volunteer have a grievance with a staff person, another volunteer, or library patron, every attempt will be made to handle the situation through the Volunteer Coordinator.
- Volunteers will not be used to replace or reduce the number of paid staff.
- Volunteers are responsible for maintaining confidentiality of ALL library information. Failure to maintain confidentiality will result in immediate termination of the volunteer.
- Procedures and requirements for the volunteer will vary with the age of the volunteer.
- All personal information about the volunteer is for internal use only.
- Written permission will be needed for any volunteer under the age of 18.
- Volunteers are prohibited from being under the influence of, using, possessing, selling or otherwise being involved with illegal substances and alcohol.
- Volunteers must adhere to the Library's dress/hygiene code, rules of conduct, drug & alcohol, and sexual harassment policies.

The Lemont Public Library District maintains a strong equal opportunity policy. Volunteers are recruited, placed, trained, recognized and dismissed on the basis of competence and job performance without regard to race, color, national origin, religion, sex, age, disability, alienage or citizenship status, marital status, creed, genetic predisposition or carrier status, sexual orientation, gender identity, or any other characteristic protected by law.

## APPEAL AND REVIEW

The Board of Trustees of the Lemont Public Library District will review the volunteer policy and regulations periodically and reserves the right to amend them at any time. The Board authorizes the Library Director to waive regulations under appropriate circumstances. The Library Director is the chief person empowered to make decisions regarding the volunteer program. The Library Director may delegate authority to manage the volunteer program.

Any appeals for changes to, or exceptions to, any portion of the volunteer policy will be considered. An individual or organization wishing to file an appeal shall submit it to the Library Director in writing. The Library Director will respond in writing.

Approved by the Lemont Public Library District Board of Trustees: December 13, 2022

Reviewed and Amended: November 22, 2022, November 10, 2025.