

# Maury County Public Library System



## Volunteer Policy & Procedure Handbook

# Maury County Public Library

## Volunteer Policy Handbook

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# **Maury County Public Library**

## **Volunteer Policy Handbook**

### **I. Mission Statement**

The mission of the Maury County Public Library is to collect, preserve, and make available library materials in print and in electronic formats to serve the recreational, informational, educational, and leisure needs of its citizens. The library supports a lifelong enjoyment of reading and learning and strives to serve and be responsive to the needs of Maury County and its people.

- a. The goal of the Maury County Public Library Volunteer program is to provide our volunteers with an enjoyable, educational, informative, and developmental experience. The library shall recruit without regard to any sex, race, creed, color, national origin, religion, marital status, sexual orientation, gender, physical appearance, socioeconomic level, education level, or any other legally protected characteristic.

### **II. Public Service Policies**

#### **a. Eligibility for Borrowing**

1. The library is open to all residents of Maury County. Prospective patrons must present ID with proof of current residency in Maury County when applying for a library card.

2. Non-residents may borrow materials by obtaining a Tennessee Library Card Sticker (TLC). Non-residents may check out 10 items per card.
3. Children under the age of 16 may apply for a juvenile card requiring a parent or legal guardian sign to accept responsibility for library materials.
4. Residents of group homes will be allowed to check out materials after the director of the home obtains a library card for the entire home.
5. Foster children may obtain a library card if the foster parent signs for and accepts responsibility for the child/children's use of the card. Grandparents or other family members who have financial responsibility without legal guardianship of a minor child/children may sign for the child's library card if they are made aware of and accept the responsibility of the child/children's use of the card.
6. The use of the library or its services may be denied due to failure to return books or to pay fines, destruction of library property, disturbance of other patrons, or other objectionable conduct on library premises.

**b. Circulation Policy**

1. Materials may be checked out from the Maury County Public Library System for a period of 14 days for all books, audios, and Playaways, these items can be renewed twice for 14 days each time. Movies are checked out for a period of 7 days and are not renewable.

2. Circulation limits are as follows:
  - Books: 25 per card
  - Books on CD: 10 per card
  - Books on Playaway: 10 per card
  - DVDs: 5 per card
3. A fine of \$.25 per day is charged for overdue books or materials with the exception of days the library is closed. A maximum fine of \$10.00 will apply. Patrons who believe their fines are unjust or wrongly charged may file a "Request to Waive Fines or Fees" form. Form available at the circulation desk.
4. Full retail price shall be charged for lost or damaged materials.
5. Patrons who owe \$5.00 or more may not check out materials. Patrons who owe any amount may not have access to the public computers until fines are paid.
6. The use of the library or its services may be denied due to failure to return books or to pay fines, destruction of library property, disturbance of other patrons, or objectionable conduct on library premises.
7. The library cannot refund money paid for lost materials if those materials are later found.

### **c. Internet and Computer Policy**

Patrons will need to have their library cards to use the computers. Visitors may obtain a guest pass. Patrons who forget their library cards may use the computer 1 time as a guest.

Parents may not use children’s library cards to access computers.

Computer users are expected to read the directions posted on each computer, pay for all copies, and not access pornography sites.

#### **d. Facilities Policy**

##### 1. Hours of operation and holiday closings:

###### **Columbia:**

Monday, Tuesday, Wednesday	8 a.m. to 8 p. m.
Thursday, Friday, Saturday	9 a. m. to 5 p.m.
Sunday	CLOSED

###### **Mt. Pleasant:**

Monday & Wednesday	10 a.m. to 9 p.m.
Tuesday, Thursday, Friday, Saturday	10 a.m. to 5pm
Sunday	CLOSED

**Holidays:** Libraries will be closed for New Years’ Day, Martin Luther King, Jr. Day, President’s Day, Mule Day, Memorial Day, 4<sup>th</sup> of July, Labor Day, Thanksgiving, and Two Days at Christmas.

##### 2. **Community Room Policy**

The Community Room was discontinued as a public meeting room in the library. Only library functions and library-related groups will be hosted in the meeting room.

##### 3. **Displays, exhibits and bulletin boards**

Public displays may be set up in the library by nonprofit organizations after approval by the board. Neither the library nor the Board will be liable for theft or damage to the display.

#### **4. Book Signing**

Before an author can hold a book discussion or signing on library premises, they must first be invited by staff members in charge of library programming. If an author calls/writes the Maury County Public Library System wishing to hold a discussion/signing on the premises, he/she will be informed of this “Invitation Only” policy and ensured they will be kept in mind for future dates.

#### **5. Emergency Procedures**

##### **Fire:**

Do not panic.

Call 911.

Evacuate the building.

Assemble at First Farmers and Merchants parking lot.

##### **Health Emergencies:**

Do not panic.

Exercise caution when administering first aid even that of a minor nature.

Call 911.

Keep sick or injured person comfortable until help arrives.

Do not dispense medication, not even aspirin (or other headache medicine), to the public.

##### **Bomb Threat:**

Do not panic.

Keep caller on the phone as long as possible and write down as much information as possible.

Ask for information concerning the bomb’s location or

detonation time.

Immediately after caller hangs up, call 911.

Evacuate the building.

Assemble at First Farmers.

**Tornado Alert:**

Do not panic.

Evacuate to the basement.

Assemble at First Farmers.

**e. Problem Behavior**

Children ages ten (10) and younger must be accompanied by an adult at all times while using the library. Children who are creating a disturbance must be quieted. If this is unsuccessful, the adult and child/children will be asked to leave the library until such time as the child/children can be quieted.

1. Children ages (10) and under may not be sent to the Children's Department while the adult who accompanied them uses the library upstairs. If this happens, the staff will bring the children to the adult who accompanied them and explain the policy.
2. If any child under the age of 18 remains at the library at closing time the staff will make an attempt to contact a parent or guardian. If the parent cannot be reached the child will be turned over to the Police Department for their safety.
3. The director may at his/her discretion call the police if a patron is causing a disturbance.

#### **f. Public Relations**

The Director & the Chairman of the Board or their appointed representative are the only people authorized to speak for the library. Any call from the press or patrons concerning library policies are to be referred by staff to one of these individuals.

### **III. Gifts and Donations**

Gifts will be accepted with the understanding that the library has the right to dispose of the gifts in any way. All gifts become the sole property of the Maury County Public Library. The Library Board reserves the right to refuse any gift which places undue obligation on the Library or which is in conflict with the Library's philosophy and/or policies.

## **VI. Volunteer Code of Conduct**

### **a. Appearance**

1. Volunteers should present a positive image of the library to the public. All volunteers need to dress business casual while in the library. Students may follow the school dress code of conduct policy.
2. Volunteer badges must be worn at all times while in the library.
3. Volunteers shall not have iPod's, iPhone's, iPad's, or other smart tablet, and phone devices. Volunteers shall not have ear buds in their ears, head phones on, or around their neck. Phones can be stored in the Volunteer room.
4. Pants shall not be worn below the waist line. Shorts shall be knee length, same for skirts and dresses. No strapless tops, wife beaters, or spaghetti strap clothing. Midriff bearing tops are prohibited.

### **b. Attendance**

1. Once a volunteer has chosen a work schedule for the week, the library expects that he/she will be available at this agreed upon time.
2. If you must miss a volunteer session please call and inform one of the volunteer coordinators.
3. Teens if more than three volunteer session are missed without notification being given to one of the coordinators, the library's written reference will be revoked, and hours not being served will be reported if you are serving your hours for an organization.

4. If a volunteer misses ten sessions without notification the library coordinators will remove the volunteer from the program.

### **c. Customer Service**

1. Library volunteers will come in contact with library patrons, and so it is of the utmost importance that volunteers hold themselves to the same standards of customer service expected from library staff.
2. Volunteers are expected to maintain a professional, friendly demeanor at all times.
3. Volunteers should direct all patron questions to library staff members, unless the patron is asking where sections of the library are located. Volunteers can provide directional assistance.

### **d. Discipline**

1. If there are patron or staff complaints submitted to the volunteer coordinators, in writing, numbering over three, then the volunteer will be excused from the program.
2. If a volunteer is drinking, using illegal substances, sexual harassing staff or patrons, or smoking in the library the volunteer will be excused from the program.
3. If a volunteer uses explicit, racist, or offensive language this will not be tolerated, and the volunteer will be excused from the program.

4. If a volunteer offends/bully's a staff member, patron, or patron's child/children, they will be excused from the program.
5. If a volunteer is found to act inappropriately towards children, staff members, patrons, or other volunteers he/she will be excused from the program.

#### **e. Facility Use**

1. Volunteers are allowed to use library phones and computers to complete volunteer duties, but are not allowed to make numerous personal phone calls, or spend time checking social media accounts, e-mail, and networking.
2. Volunteers are welcome to park either in the front or rear of the library building, and are expected to enter and exit using the front door. Volunteers will not be given keys to the facility.
3. Volunteers are welcome to use staff break rooms, and restrooms.
4. Smoking is prohibited in front of the library, but allowed at the picnic table located in the rear of the building.

#### **f. Confidentiality**

1. Volunteers are not allowed to check in or out patron materials at the circulation desks, patron information is confidential information. Including their book selections, and library card information.

2. Volunteer information will be kept in a safe location and only used for library purposes. The information provided to us will never be sold or given to a third party. We value the protection of personal information.

**g. Inclement Weather**

1. The county has an inclement weather phone number that volunteers can call to find out if the library will be open, closed, or opening late. That number is:

931-375-1004

**f. Recording Volunteer Hours**

1. Volunteers are expected/required to sign in at the beginning of their shift, and sign out at the end of their shift. This allows us to report volunteered hours if need be to the volunteers organization, and to our library board.
2. If a volunteer needs hours to be reported to an outside organization, the only hours that will be reported are those that have been recorded.

# Appendix

## Library Bill of Rights

The American Librarian Association (ALA) affirms that all libraries are forums for information ideas, and that the following basic policies should guide their services.

1. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of origin, background, or views of those contributing to their creation.
2. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed, or removed because of partisan or doctrinal disapproval.
3. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.
4. Libraries should cooperate with all persons and groups concerned with resisting abridgement of free expression and free access to ideas.
5. A person's right to use a library should not be denied or abridged because of origin, age, sex, background, or views.
6. Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

# Volunteer Acknowledgement

I, \_\_\_\_\_ have read the Maury County Public Library volunteer Policy and procedure handbook. I, \_\_\_\_\_ possess a full understanding of the rules and policies listed in the handbook and further acknowledge that if I fail to follow the policies as provided that I will be terminated from the Maury County Public Library Systems volunteer program.

I, \_\_\_\_\_ acknowledge that the library does not provide any healthcare, workers compensation, or any compensation for Maury County Public Library System volunteers.

I, \_\_\_\_\_ agree to follow all policies and procedures as listed in the Maury County Public Library System volunteer policy and procedure handbook.

Sign: \_\_\_\_\_

Date: \_\_\_\_\_

Initial: \_\_\_\_\_