



Volunteer Handbook

Approved by the Meridian Library District volunteer coordinators 4/4/2016

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Introduction

The Meridian Library District Volunteer Handbook has been designed to provide volunteers with an overview of library policies and procedures. Specific questions should be directed to the volunteer coordinators.

The Volunteer Policy is not a contract between the volunteer and the Meridian Library District. Both the volunteer and the Meridian Library District have the right to terminate the volunteer's association with the library at any time, for any reason, with or without cause.

Definition of a Volunteer

A volunteer is an individual who contributes, time, energy, and talents directly on behalf of the Meridian Library District without payment by library funds. All volunteers act in accordance with the policies of the library.

Equal Opportunity

All volunteer applications are reviewed by the volunteer coordinators. Each volunteer is selected without regard to race, color, religion, gender, national origin, age, sexual orientation, disability or military status. Depending on the position applied for, applicants may be subject to a background check.

Attendance and Absences

Volunteers are expected to complete their scheduled shifts. If a volunteer is unable to work a scheduled shift, the volunteer coordinator must be notified with as much advance notice as possible. If absences become excessive, volunteer coordinators may reevaluate a volunteer's terms of service.

Training

Volunteers are required to complete all training required for their assigned position. If a volunteer is unable to perform a task required for their assigned position, the volunteer coordinator will review and evaluate the volunteer's terms of service.

Photography and Filming

The Meridian Library often takes photos of its programs, activities, and their participants. Please be aware that these photos are for the use of the Library only and may appear in Library publicity (including social media) or on the Library website. Those wishing not to be photographed or video recorded should inform the photographer. Names of individuals will not be used in photo captions.

Underage volunteers are required to provide a signed parent/guardian consent form before they can be photographed at library events. It is not required for the photography portion of the consent form to be signed. If the volunteer's parent or guardian chooses not to sign the photography portion of the consent form and the volunteer will be assisting with an event that includes photography, the volunteer coordinator will notify the photographer.

Harassment

The Meridian Library District does not condone harassment of staff, volunteers, or patrons. Please familiarize yourself with the Meridian Library District's stance on harassment (see below). Volunteers have the right to expect a safe and respectful place in which to volunteer. If you ever feel threatened or are made to feel uncomfortable in any way, please see your volunteer coordinator or any other staff person for immediate assistance.

The Meridian Library District's Stance on Harassment

The Meridian Library District prohibits harassment, which is defined as conduct directed toward a person's gender, race, age, disability, religion, sexual orientation, national origin or military status that substantially interferes with an employee's work performance or creates an intimidating, hostile, or offensive work environment. The policy applies to conduct of employees, managers, vendors and patrons.

Sexual Harassment

Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when:

1. Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment;
2. Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual;
3. Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

The person who commits sexual harassment may be a supervisor, co-worker, or non-employee who does business with the District. The victim of sexual harassment of the accused offender may be either male or female.

Any employee who feels he or she has been unlawfully harassed or has observed any employee or third parties harassing someone should promptly report the matter to their supervisor, Human Resources, or the Library Director. The concern will be promptly investigated. Retaliation for reporting alleged harassment will not be tolerated.

Confidentiality Agreement

Due to the nature of library work, it is required that volunteers sign that they acknowledge the Meridian Library District's Privacy and Confidentiality Policy before beginning service. The document helps ensure that the library's rules and regulations are followed and that volunteers understand that they must refrain from any disclosure of materials or information that are borrowed, requested, or lent in such a way as to identify the borrower. We respect the privacy of all of our members including their names, contact information, and information sought or received. By signing the **Acknowledgement** page of the volunteer handbook, volunteers are agreeing to abide by this policy.

Meridian Library District – Privacy & Confidentiality Policy

Our Commitment to Privacy and Confidentiality. The Meridian Library is committed to protecting the privacy and confidentiality of our patrons' personal information. The Meridian Library District follows the American Library Association's Code of Ethics which states: "We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted."

Credit Card Information. When payments are made by credit card, we do not retain credit card numbers, and other transaction data is retained only for as long as necessary for proper accounting.

Patron Contact Information. No listing of library patrons, their addresses, telephone numbers, email addresses or other contact information is provided to any person or organization, except as may be required by a warrant, subpoena, law enforcement or court command, or as otherwise required by law.

Circulation and Other Records. Pursuant to Idaho Code Section §74-108(3), circulation and other records connecting the names of library users with specific materials are confidential. We do not provide this information to any person or organization, except as required by a warrant, subpoena, law enforcement or court command, or as otherwise required by law.

Requests for a Patron's Own Information. Pursuant to Idaho Code Section §74-113, a person may, with certain exceptions, inspect and copy Meridian Library District confidential records pertaining to that person, and request a correction of information which is not accurate, relevant or complete. Pursuant to Idaho Code Section §74-102(10), the Meridian Library District is authorized to charge fees for actual labor and copying costs if (1) the request is for more than 100 pages of paper records, (2) includes records from which confidential information must be deleted, or (3) the actual labor to respond to the request exceeds two (2) person hours.

How We Respond to Subpoenas and other Demands for Information. When we receive a warrant, subpoena, or law enforcement or court command for confidential information, we obtain our attorney's advice about whether we must disclose the information sought. In those cases where the demand does not appear to be supported by law, we may utilize appropriate legal procedures to oppose it.

Revised by the Meridian Library District Board of Trustees July 15, 2015

Code of Ethics of the American Library Association

As members of the American Library Association, we recognize the importance of codifying and making known to the profession and to the general public the ethical principles that guide the work of librarians, other professionals providing information services, library trustees and library staffs.

Ethical dilemmas occur when values are in conflict. The American Library Association Code of Ethics states the values to which we are committed, and embodies the ethical responsibilities of the profession in this changing information environment.

We significantly influence or control the selection, organization, preservation, and dissemination of information. In a political system grounded in an informed citizenry, we are members of a profession explicitly committed to intellectual freedom and the freedom of access to information. We have a special obligation to ensure the free flow of information and ideas to present and future generations.

The principles of this Code are expressed in broad statements to guide ethical decision making. These statements provide a framework; they cannot and do not dictate conduct to cover particular situations.

1. We provide the highest level of service to all library users through appropriate and usefully organized resources; equitable service policies; equitable access; and accurate, unbiased, and courteous responses to all requests.
2. We uphold the principles of intellectual freedom and resist all efforts to censor library resources.
3. We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted.
4. We respect intellectual property rights and advocate balance between the interests of information users and rights holders.
5. We treat co-workers and other colleagues with respect, fairness, and good faith, and advocate conditions of employment that safeguard the rights and welfare of all employees of our institutions.
6. We do not advance private interests at the expense of library users, colleagues, or our employing institutions.
7. We distinguish between our personal convictions and professional duties and do not allow our personal beliefs to interfere with fair representation of the aims of our institutions or the provision of access to their information resources.
8. We strive for excellence in the profession by maintaining and enhancing our own knowledge and skills, by encouraging the professional development of co-workers, and by fostering the aspirations of potential members of the profession.

Code of Conduct

Purpose:

In an effort to provide a comfortable and safe environment for all Library patrons, staff, volunteers and the protection of Library property, the Board of Trustees of Meridian Library District has established a Library Code of Conduct. The Policy is designed to provide clear and reasonable guidelines governing acceptable behavior within the Library and on the premises.

Users of the library are expected to adhere to existing copyright, patent, trademark or other existing intellectual property laws when using library equipment or wireless internet.

Unacceptable Behavior:

Unacceptable behavior is defined as any conduct which is (a) a disruption to the orderly and efficient administration of the Library's business; (b) a disruption to others using the Library; (c) a threat to the security of the Library's property; or (d) a danger to any person.

Unacceptable behavior includes, but is not limited to:

1. Any activity in violation of federal or state law. Being under the influence of alcohol or illegal drugs. Possession or consumption of alcohol on Library grounds unless for a special event or promotion that is approved in advance by the Director.
2. Defacing or otherwise damaging library property, including hacking computers.
3. Eating except in designated areas; drinks except those in covered containers.
4. Verbally or physically threatening or harassing staff, other visitors, volunteers, including stalking, staring, touching, or using offensive language. Threatening gestures or unwanted physical contact or lewd behavior. Running, pushing, shoving, or throwing objects.
5. Using cell phones in a manner that disturbs other visitors. Making ongoing loud noise that is disturbing to others.
6. Using recreational wheeled devices such as skateboards.
7. Entering the library barefooted, without a shirt, with offensive body odor or personal hygiene, so as to be disruptive to the library environment.
8. Bringing pets or animals, other than legally defined service animals, into the library,
9. The possession of a firearm or deadly weapon (as defined by Idaho Code) on library property is prohibited unless expressly permitted by law.

Petitions/Surveys

The Meridian Library District has a compelling interest in ensuring uninterrupted public access to all of the resources of our libraries for our patrons, and therefore any persons who desire to engage in petitioning, leafletting, soliciting or conducting of surveys (collectively "petitioning") on MLD property must first visit with the on-site Library director or his/her designee in order to receive site-specific directions on any applicable time, location, and related rules for that activity. No petitioning is permitted inside any library, and please note that political activity, panhandling and selling of goods or services are prohibited anywhere on MLD property. The Library and Friends of the Meridian Library are exempt from the above policy for purposes benefiting the library.

Library staff will intervene to stop prohibited activities and behaviors and will involve law enforcement as appropriate. Anyone who violates any of these guidelines will be promptly notified of the infraction and will

be given notice of this policy. A violation may result in expulsion from the Library, suspension of library privileges, or criminal prosecution, or other legal action, as appropriate.

Infractions of Library Policies:

- 1st instance – A verbal warning will be issued by library staff and the individual will be given a copy of this policy. The warning will include verbal notification of suspension for the day if behavior continues.
- 2nd instance – Patron's library privileges will be suspended for seven days.
- 3rd Instance – Patron's library privileges will be suspended for thirty days.
- 4th Instance – Patron's library privileges will be suspended for 12 months.

Enforcement:

The Board of Trustees of the Meridian Library District delegates to the Director the authority to enforce the Code of Conduct, including the authority to suspend the library privileges of individuals who violate the policy.

Such limitation or revocation shall be in writing and shall be effective upon being sent to the patron's address on file with the Library. A patron whose privilege(s) has been limited or revoked may appeal the limitation or revocation of the privilege(s) by filing a written appeal with the Director within ten (10) days from the date of the issuance of the written revocation.

Patrons have the right to request a Board review of any suspension that exceeds thirty days. The Board of Trustees decision is final.

Repeated offenses by a minor will result in notification of the parent/guardian.

The patron whose privilege(s) has been limited or revoked shall attend a meeting with the Director to review this Code of Conduct policy before his privilege(s) may be reinstated.

*Approved by the Meridian Library District Board of Trustees on June 11, 2013
Revised on June 15, 2016*

Acknowledgement

Please make sure you have read all the material included in the Volunteer Handbook, then provide your signature on the lines below.

Volunteer Signature

_____ Date _____

**By signing above, I confirm that I have read and understand the entire contents of the volunteer handbook including The Meridian Library District's Privacy and Confidentiality Policy and the ALA Code of Ethics and have discussed any questions I may have with the volunteer coordinator.*



Parental Volunteer Consent Form

Name of volunteer: _____

Parental Consent (If under 18 years of age, parent/guardian permission is required to volunteer for the Meridian Library District)

By signing below, I give my permission for this person to participate as a library volunteer.

Parent/Guardian Information:

Name: _____ Date: _____

Signature: _____ Relationship to youth: _____

As part of his/her volunteer work at the Meridian Library I understand that my child might be photographed. I grant the Meridian Library District permission to use photographs or video of my child, without their name, for promotional purposes or internal training purposes.

Name: _____ Date: _____

Signature: _____ Relationship to youth: _____