

VOLUNTEER GUIDELINES

Welcome! We appreciate your volunteering for the library. Volunteering for the Mendocino County Library system can be a rewarding and exciting experience. Your time, energy, and goodwill are invaluable assets to the library. Volunteering offers you a way to contribute to the community, fulfill personal goals, achieve a sense of satisfaction, and learn more about the library and its services.

1. All volunteers must register with North Coast Opportunities (NCO) by calling 707-467-3200 or visiting 413 N. State St. Ukiah, or by registering [online](#).
2. All volunteers, staff, and library patrons agree to and will be held accountable to Library Policies and Guidelines including [CSA Standards of Behavior](#) and [Mendocino County Policy #46](#).
3. Potential volunteers may be required to take a library aptitude test and/or attend training sessions.
4. Volunteers may not be used to establish and maintain new library services or hours or used to replace or reduce the number of paid staff.
5. Volunteers should expect to fulfill a commitment mutually agreed upon with the branch's Volunteer Coordinator.
6. The minimum age requirement for an adult volunteer is 18 and for a youth is 12. Written parental permission is required to permit volunteering by a youth.
7. Volunteers will not be expected to perform any task that staff would not do.
8. Minimum volunteer hours worked per week are 1-2 hours; maximum volunteer hours worked per week are 20 hours.
9. Volunteers work when supervisors are readily available. The number of volunteers accepted is based on the amount of work and supervisory time available.
10. Volunteers should notify the Volunteer Coordinator as soon as possible if they know they will be late or absent.
11. Volunteers must sign-in and sign-out of the NCO volunteer timesheet log, per their Library Branch sign-in protocol, preferably online.
12. The supervisor may meet with the volunteer regularly to review job performance. Evaluations may be formal or informal and may be written or verbal.
13. Volunteers are representatives of the library and need to present a positive image to the public. It is expected that each volunteer's dress and grooming will be in keeping with their work assignment.
14. Volunteers are asked to direct reference questions to a staff member.
15. Cell phone conversations should not happen on the library floor.
16. Volunteers are responsible for updating personal data, such as change of address or telephone number, etc. with the Volunteer Coordinator.
17. Volunteers are responsible for maintaining the confidentiality of ALL library information. Failure to maintain confidentiality will result in an immediate end of the volunteer's contract.
18. Library owned equipment and supplies are for library use only and may not be used for personal business.
19. Volunteers are asked to be alert to safety hazards and to report unsafe acts or conditions to their supervisor. Volunteers should also notify their supervisors of any assignment which causes physical discomfort, or which could lead to personal injury. All injuries, whether minor or serious, must be reported directly to NCO and your supervisor or the Volunteer Coordinator.
20. To end a volunteer commitment, please notify your supervisor or the Volunteer Coordinator of that decision and the effective date.
21. Volunteers agree that the library may at any time, for whatever reason, decide to terminate the volunteer's relationship with the library, or to make changes in their volunteer assignment.
22. The library will, upon request, provide letters of reference for the volunteer, if deemed appropriate.

Thank you!

10/26/22