

1. Dress Code

As representatives of the Canton Public Library, volunteers are responsible for presenting a good image to the community. Volunteers are identified as such through wearing of name badges, to include the volunteer's name and the word "Volunteer" provided by the Canton Public Library. Volunteers shall dress appropriately for the conditions and performance of their duties. The following attire is considered inappropriate: open-toed shoes; ragged, frayed or cut-off jeans with holes in them; bare midriffs, strappy tank tops, shorts and t-shirts with messages or promotional graphics relating to drugs, alcohol or sex.

2. Absenteeism

Volunteers are expected to perform their duties on a regularly scheduled and timely basis. If expecting to be tardy or absent from a scheduled shift, volunteers shall inform the supervising staff member and/or Volunteer Coordinator as far in advance as possible so that alternative arrangements may be made. Volunteers who miss two consecutive shifts without advance notification will be placed on inactive status.

3. Standards of Performance

Standards of performance may be established for on-going volunteer positions. These standards may list the work to be done in that position, measurable indicators of whether the work was accomplished and appropriate timelines for accomplishment of the work.

4. Right to Reject/Terminate Volunteer Services

The library reserves the right to limit the use of volunteers, adjust the hours of any volunteer, or to reject or terminate the services of a volunteer as it, at its sole discretion, deems fit, in order to best achieve its mission. Examples where volunteer services may be rejected or terminated include, but are not limited to: unsatisfactory background check; misconduct or insubordination; being under the influence of alcohol; sale or use of illegal drugs; theft of property (either library property or other); misuse of library equipment or materials; mistreatment of patrons/other volunteers/library staff; failure to abide by library policies and procedures; failure to meet the standards of performance relating to the essential functions of the volunteer position; and/or failure to satisfactorily perform assigned duties. No employment relationship or contractual right is created by these guidelines.

5. Non-Discrimination

Opportunities for participation in any volunteer position of the library will be made available to all interested individuals, without regard to race, color, religion, age, sex, national origin, marital status, weight, height, or physical, mental or sensory disability, as required by law.

6. Drug-free Workplace

The Canton Public Library provides a drug-free, healthy and safe environment. While on library premises and while conducting library-related activities off CPL premises, a volunteer may not use, possess, distribute, sell or be under the influence of alcohol or illegal drugs.

The use of prescribed drugs is permitted during volunteer service only if it does not impair the volunteer's ability to perform the essential functions of the volunteer position safely and accurately. A volunteer must advise his or her supervisor if taking any prescription or over-the-counter drug which could adversely affect safety or performance.

7. Conflict of Interest

A volunteer, acting in an official capacity, shall not take any action that would result in the volunteer's financial benefit. Volunteers cannot ask for or receive, directly or indirectly, any monies or gifts from library patrons, either for themselves or any member of their households or for the library or library programming. Volunteers may not promote a business to volunteers, patrons or staff during a volunteer shift.

8. Media

While working in their volunteer capacity, volunteers are not to have contact with the media or its representatives with regard to library issues without first obtaining the approval of the Marketing & Communications Manager or the Library Director. The media is defined as, but not limited to; people and sources related to television, radio, newspapers, magazines and new media/Internet services.

9. Conduct

Since the public may perceive them as staff members, volunteers should remember that they represent the library's commitment to excellent service. Friendly, courteous behavior toward everyone using the library is expected, regardless of their demeanor. Any patron questions (other than simple directional queries) should be referred to the Reference or Checkout Desks.

Personal visits and telephone calls must be kept to a minimum. Emergencies (such as sudden illness) or unexpected scheduling changes are considered library business and volunteers may use the library telephones for these purposes.

While volunteers are valued adjuncts to the library staff and are encouraged to consider themselves part of the CPL "family," they should remember that staff members have projects to accomplish and goals to reach. Volunteers are requested not to over-engage staff members in personal discussion while performing their volunteer tasks.

Smoking is not allowed anywhere in the library and only in designated areas on the library grounds. Food may be consumed in the staff area only.

Adopted by the Board 09/15/2011
Motion No. 11/9-15-1