



Library Policies & Procedures for Volunteers

Library Hours

The Library is open to the public:

9:00 am - 9:00 pm Monday thru Thursday

9:00 am - 6:00 pm Friday

9:00 am - 5:00 pm Saturday

1:00 pm - 5:00 pm Sunday*

Folklife Center Hours/ *Albert W. Fowler Research Center*

The Gallery is open when the Library is open.

10:00 am - 12:00 pm Monday thru Friday

1:00 pm - 4:00 pm Monday thru Friday

5:00 pm - 8:00 pm Tuesday Evening

Book Sale Saturdays and by appointment.

*The Library is closed on Sundays from the last week in June through Labor Day, up to the last three Sundays in December, and on most legal holidays.

Legal Holidays

The Library's fiscal year is the calendar year January 1st to December 31st.

January New Year's Day
Martin Luther King Day (3rd Monday)

February President's Holiday (3rd Monday)

May Memorial Day

July Independence Day (July 4th)

September Labor Day

October Columbus Day (2nd Monday)

November Veteran's Day (November 11th)
Thanksgiving Day

December Christmas Eve (December 24th)
Christmas Day (December 25th)

Emergency Closing Due to Weather and Other Emergency Conditions

Occasionally, the Library will close or delay opening due to inclement weather. The Director or designee, in consultation with an officer of the Board of Trustees, will make this decision. Volunteers should check local radio, TV, and/or the Library website at www.crandalllibrary.org for updates on Library closing information. In the event that a local, county, state or national emergency is declared the Library will close.

Drug Free Workplace Policy

Crandall Public Library maintains a drug free workplace to deter illegal and unauthorized workplace substance abuse, to assist in providing a safe working environment for all personnel and patrons of the Library, to ensure quality work, to safeguard the community, and to protect Library property and its reputation.

In Case of Fire or other Emergency

Emergency procedures, including exit procedures in case of fire, will be reviewed during orientation with department supervisors.

Volunteer Parking

Volunteers are encouraged to park in the TD Bank parking lot located between Washington and Maple Streets in order to keep parking spots around the perimeter of the library open for library patrons. Those who need to park in designated handicapped spaces may do so.

Attendance

Volunteers are to report promptly for their scheduled shift. If they are unable to work a designated shift, they should contact their supervisor in a timely manner.

Building Access

Volunteers will enter the Library via the Glen Street or City Park entrances.

Identification

Volunteers will be given a Volunteer Identification Badge at the start of a shift by their department supervisor. The ID badge must be worn during their shift. The ID card must be returned to a supervisor at the end of a shift.

Personal Belongings

All personal items and property of value should be kept in a safe location. The Library assumes no responsibility for volunteers' personal property. There is a volunteer closet located under the stairs at the City Park entrance breezeway. This door is locked at all times. A key is kept at the City Park entrance information desk. After storing belongings, the door must be locked and the key returned to the librarian at the information desk. Department supervisors may allow volunteers to store their belongings in the department office. Check with your department supervisor for details.

Sign-In/Out

Volunteers will sign-in at the beginning of their shift at the appropriate place designated by their department supervisor, as well as sign-out at the end of their shift to enable staff to have an accurate accounting of volunteer hours.

Attire

Volunteers are required to wear business casual dress.

Change of Personal Information

Volunteers should report any changes in address, telephone number, emergency contact or other pertinent information in writing to their supervisor.

Breaks

A volunteer whose shift is more than four hours will be given access to the staff break room on the third floor.

Resignation

Volunteers are asked to provide their department supervisors with a two week notice if they intend to end their volunteer service.

Leave of Absence

Volunteers are asked to provide their department supervisors with at least a two week notice if they intend to take a leave of absence. It will be up to the volunteer's supervisor to determine if their volunteer position will be held for them during their leave.

On-the-Job Injury

Any injury that happens at work, no matter how minor, must be immediately reported to the volunteer's supervisor. Supervisors and Department Heads are responsible for completing an Incident Report on the accident which should be forwarded to the Volunteer Coordinator and the Library Director.

Library Equipment and Property

Volunteers who use or operate library equipment are responsible for its proper use. Any equipment malfunctions or safety issues should be immediately reported to their supervisor.

Violence and Weapons Prohibited

The Library strictly prohibits any acts of physical violence or the possession of any types of firearms, explosives, or weapons on library premises by employees, volunteers, patrons, or visitors. The Library strives to maintain a safe environment for everyone who works in or visits the premises.

Volunteers who see weapons or physical violence are required to alert Library staff and/or security and to call the police immediately.

Calling Police and 911

The police should be contacted by any staff member or volunteer for any unusual or dangerous situation at the Library. The police can be reached at 761-3840 or Speed Dial 54. Call 911 in case of a medical emergency or hazardous situation. When 911 is called, the police will also respond. After calling the police or 911, please notify your supervisor.

Smoking

In compliance with New York State Law and the Library's intent to provide a safe and healthful work environment, smoking is prohibited throughout the workplace, Library property and City Park.

Use of Telephones, Fax Machines, and Photocopiers

Volunteers are expected to use telephones, fax machines, photocopiers, and computers for Library business only. Volunteers' use of personal cell phones is limited to non-public areas. Personal cell phone calls are expected to be kept to a minimum.

Computer, Email and Internet Usage

Library computers, computer files, printers and related equipment are provided to volunteers to support legitimate Library business only during a volunteer shift. There is no expectation of privacy when using the library's devices and software.

Respecting the Rights of Co-Workers / Harassment

The Library is committed to maintaining a work environment that is free from discrimination where employees and volunteers at all levels of the Library are able to devote their full attention and best efforts to the job. Harassment, either intentional or unintentional, has no place in the work environment. Accordingly, the Library does not authorize and will not tolerate any form of harassment of or by any employee (i.e. supervisory or nonsupervisory) and non-employee (i.e. volunteers, patrons, vendors, etc.) based on race, sex, religion, color, national origin, age, disability, or other factor protected by law.

The term "harassment" for all purposes includes, but is not limited to, offensive language, jokes, or other verbal, graphic, or physical conduct relating to an employee's or non-employee's race, sex, religion, color, national origin, age, disability, or other factor protected by law which would make the reasonable person experiencing such harassment uncomfortable in the work environment or which could interfere with the person's job performance. Any volunteer who is subjected to sexual harassment or ethnic, racial or sex joking, or is exposed to such conduct has the right to have such activity terminated immediately.

Volunteers should report incidents, verbally and in writing, to his or her immediate supervisor or the Director. The complaint will be investigated. When a charge is determined to be valid, the necessary corrective action will be taken. Any employee or volunteer who engages in sexually harassing conduct will be subject to disciplinary action, up to and including discharge.

Civility Policy

The Library fosters positive communication and discourages disrespectful treatment. The Library is a place for the ongoing exploration and exchange of ideas. The Library believes that mutual respect practiced and reinforced by all staff, volunteers, trustees, Friends, and customers of the Library will enhance the Library's mission. We are dedicated to high standards of civility and decency towards one another, where all people can express opinions in an atmosphere free of demeaning or abusive treatment. The Library is not a place for threats or intimidation of others on any grounds, including: race, ethnicity, gender, age, disability, sexual orientation, religion, veteran status, and political beliefs. The Library strives to maintain a positive work environment where employees and volunteers treat each other with respect and courtesy. The best way to ensure an environment of civility is to constantly practice it. Modeling the behavior we wish will send a sound message that all people deserve to be treated with respect.

Code of Ethics

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.

- I. 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.
- II. We uphold the principles of intellectual freedom and resist all efforts to censor library resources.
- III. 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.
- IV. We recognize and respect intellectual property rights.
- V. 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.
- VI. We do not advance private interests at the expense of library users, colleagues, or our employing institutions.
- VII. 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.
- VIII. 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

Adopted by the ALA Council, June 28, 1995