



## **Pleasanton Public Library Volunteer Program**

### Mission

The mission of the Pleasanton Public Library volunteer program is to give surrounding community members fulfilling opportunities to use their skills and enhance their life long learning; to assist the library staff in providing services and service enhancements that otherwise could not be achieved; and to further the relationship between the public library and the community it serves.

The Pleasanton Public Library Volunteer Program supplements the efforts of paid library staff to provide quality library collections, services and programs; serves as a method for area residents to become familiar with the library; and creates opportunities for individuals to attain personal satisfaction while performing a valuable service for the community. Volunteers bring enthusiasm, energy, added talents, and a fresh perspective to the library. Volunteer service aids the library in making the best use of its fiscal resources. Volunteers are liaisons to the community, other city departments and recognized agencies, as well as with community groups and organizations.

### Definition

A volunteer is a person who performs tasks for the Library without receiving wages, benefits, or compensation of any kind.

### Guidelines

1. Volunteers are recognized by the public as representatives of the library and shall be guided by the same work and behavior codes as employees. Volunteers may be members of the Friends of the Pleasanton Public Library.
2. Volunteers fill out volunteer information registration forms, which will be kept on file in Library Administration. Minor children may only work as volunteers with the consent of a parent or legal guardian.
3. Volunteers are bound by the rules contained in the Library's Confidentiality Policy, especially in how it relates to privacy and circulation records.
4. Volunteers shall work directly under the supervision of a library staff member. Volunteers may not work under the direction of a relative as defined by the City's Nepotism policy.
5. The Director of Library Services may at any time and for any reason terminate or change volunteer assignments.

6. The Library does not accept individuals on court ordered community service for volunteer activities.
7. Volunteers who are unable to meet their volunteer assignment should notify the library prior to the assignment starting time.
8. Volunteers are required to sign in and out on the time log each time they volunteer so that accurate records may be kept and their volunteer service is properly credited and documented.
9. Volunteers are expected to contribute positively to a work environment that is free from unwelcome overtures, advances, or coercion, by or to any volunteer, employee, or member of the public using library facilities or attending a library program. The Library serves a diverse group of communities. We provide programs and resources to support diversity. Discriminatory comments, jokes, behavior or incidents are not acceptable. Please bring any matter of this nature to the attention of your supervisor so that immediate corrective action can be taken.
10. Possession, use, or being under the influence of drugs or alcohol in the library are strictly prohibited.
11. Visits from family and friends during assigned volunteer hours are generally not appropriate.
12. A volunteer may not use his/her affiliation as a volunteer with the library in connection with partisan politics, religious matters, or to solicit political support or contributions.
13. Volunteers may not represent themselves as anything other than a volunteer while on assignment for the library.
14. Volunteers will be recognized for their service through the library's Volunteer Recognition Program. Volunteer recognition is based on quality of performance and length of service.

Adopted by the Pleasanton City Council 2001  
Approved by the Library Advisory Commission 2001