

ROLLA PUBLIC LIBRARY

SUBJECT: Volunteers

BOARD

Approved: 1/18/2024

POLICY

The library endeavors to encourage volunteerism at the library among Rolla residents. Volunteers benefit the library, learn more about the library's methods and purpose, have a growing investment in the library and community, and are generally developing their best selves.

Short term, one-off, or occasional volunteers do so at the discretion of the Director and are to be closely supervised. The Director or a trusted proxy will conduct an interview with the volunteer as he or she sees fit. A background check may be required.

Volunteers who work often or on a consistent schedule will do so only after interviewing with the Director or trusted proxy and filling out a volunteer application form. Adults, over age 17, will submit to a background check if there is any chance of working with or near patrons, especially children. The Director will use discretion regarding judging the interview and the background check, based, in part, on potential risk to patrons if the volunteer were to repeat harmful behavior that might be revealed in a background check. All volunteers must be supervised.

The library strongly encourages juvenile and teen volunteers, recognizing the added benefits to the development of the child as a member of the community, and the need to encourage positive and sustaining interactions with each new generation of patrons. Juveniles under 17 do not need to submit to a background check unless the Director requests one. However, any child in the library will be subject to the Unattended Children Policy, including volunteers. All volunteers must fill out a volunteer application form and a parent or guardian must sign for permission as well as give an emergency contact number. All volunteers must be supervised.

The library does not allow volunteers who are working off community service hours for certain offenses at this time.

Nothing in this policy creates a contract between the volunteer and the Library. Both the volunteer and the Library can terminate their association at any time, for any reason, without any cause being stated. The Library does not provide any medical, health, accident or worker's compensation benefits for any volunteer.

If applicable, the volunteer will agree to keep all patron information viewed via online accounts confidential; protecting patron privacy is of vital importance for library staff.

Volunteers are expected to comply with all Library Policies and Procedures and to reflect positive customer service attitudes to all Library patrons.

Code of Ethics and Conflict of Interest Policy

All staff, trustees, and volunteers of the Rolla Public Library District must comply with all federal, state, and local laws governing ethical behavior and conflict of interest, including but not limited to:

- Missouri Revised Statutes Chapter 105 – Public Officers and Employees

<http://www.moga.mo.gov/statutes/chapters/chap105.htm>;

- Missouri Revised Statutes Chapter 182 – County and City Libraries

<http://www.moga.mo.gov/statutes/chapters/chap182.htm>;

- Missouri Ethics Commission requirements <http://www.mec.mo.gov/>.

All staff, trustees, and volunteers of the Rolla Public Library will act with honesty, integrity and openness in all their dealings as representatives of the Library.

All staff, trustees, and volunteers must avoid situations in which personal interests might be served or financial benefits gained at the expense of library users, colleagues, or the institution.

Any business or service relationship with a Trustee or company substantially owned or run by a Trustee shall comply with Missouri Revised Statutes Section 105.458.1 and said Trustee will recuse self from any votes related to the project.

It is incumbent upon all staff, trustees, and volunteers to disqualify themselves immediately whenever the appearance of a conflict of interest exists.

All staff, trustees, and volunteers must distinguish clearly in their actions and statements between their personal philosophies and attitudes and those of the Library, acknowledging the formal policies of the Library even if they personally disagree.

All staff, trustees, and volunteers must respect the confidential nature of library business while being aware of and in compliance with applicable laws governing freedom of information.