

CUSTOMER POLICIES

VOLUNTEER SERVICES

Board Policy:

DATE REVIEWED: 01/26/2023
DATE APPROVED: 01/26/2023
EFFECTIVE DATE: 03/01/2023
REPLACING POLICY EFFECTIVE: 11/07/2014

Columbus Metropolitan Library (CML) recognizes the need for and value of volunteers in helping to ensure the community receives the best library services possible.

CML supports the effective utilization of volunteer time and talent as a way to:

- Assist staff, as needed, in daily tasks
- Add services of value to new and existing programs
- Maintain key library programs on behalf of CML staff and customers
- Promote public awareness of library services
- Increase involvement in library activities and support of CML by the public
- Create goodwill in the community
- Maximize impact of CML services and programs

Administrative Procedure:

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A. To support the Volunteer Services policy, CML strives to:

1. Provide a budget for a volunteer program
2. Provide staff designated to administer the volunteer program
3. Provide written job descriptions and procedures for all volunteer tasks
4. Ensure that all volunteers serve in positions that reflect their skills and interests while meeting the needs of CML
5. Provide orientation and training to prepare volunteers to perform their duties
6. Provide volunteer supervision in accordance with sound supervisory practices and CML policies
7. Maintain accurate volunteer personnel data, including hours worked
8. Exhibit CML's appreciation for work performed through a regular recognition program

B. All potential volunteers and interns age 18 and older are required to have a background check.