

# Dover Public Library

## *Volunteer Policy*

*Respect Yourself  
Respect Others  
Respect the Space*



Dover Public Library  
35 Loockerman Plaza  
Dover, DE 19901  
302-736-7030  
[www.doverpubliclibrary.org](http://www.doverpubliclibrary.org)



Brian Sylvester  
Library Director  
June 2021

The Library maintains an atmosphere that promotes the use and enjoyment of its resources and services; promotes the safety of the public and Library staff; and protects the building, furniture, equipment, and materials of the Library. All members of the public are welcome at the Dover Public Library. We expect Library staff and volunteers to treat customers of the Library with courtesy. In turn, we expect Library customers to behave in the Library with dignity and in such a way that their actions do not interfere with the functions of the Library or with the convenience and comfort of other customers.

### **While volunteering in the Library:**

- **ORIENTATION:** All volunteers will attend a Volunteer Orientation prior to beginning service. Volunteers are accepted based on library need and will be assigned to a department based on library need.
- **PARENT/GUARDIAN APPROVAL:** Youth under the age of 18 must have written parental/guardian permission to volunteer.
- **DRESS:** Volunteers must be respectful in dress and may not wear attire that could be considered offensive nor advertise products such as alcohol or cigarettes. Flip flops may not be worn. Questions about appropriate dress should be addressed with the Volunteer Coordinator and Library staff.
- **NOTIFICATION OF ABSENCE:** Please contact us as soon as possible if you are not able to fulfill your volunteer service for any reason (illness, scheduling conflict, etc.) Three (3) absences without notice will result in volunteer dismissal.
- **VALUABLES:** Avoid bringing valuables with you as the Library cannot be responsible for any damage or loss. If you need to bring a purse (etc.), discuss safe storage with the Volunteer Coordinator or your shift supervisor.
- **BEHAVIOR:** Conversations shall be conducted quietly. Shouting, loud voices, abusive or offensive language are not acceptable behavior.
- **DRUG & ALCOHOL USE:** Volunteers are subject to immediate dismissal if they are under the influence of drugs or alcohol. Volunteers may not bring drugs or alcohol into the Library or on its grounds under any circumstances.
- **SMOKING:** Is not permitted on City property
- **FOOD & DRINK:** Are only allowed in the staff break room during a designated break time.
  
- **RESIGNATION:** Volunteers are requested to notify their supervisor two (2) weeks before leaving when possible. The staff appreciates your time, talents and interests, and understands that changes occur.
- **DISMISSAL:** Occasionally the Library will deem it appropriate to dismiss a volunteer. A meeting between staff, the volunteer and the Volunteer Coordinator (or a designated representative) will occur before dismissal in an effort to reach a resolution. Examples of behavior that may lead to dismissal are: unreliability; irresponsibility; disruptive and/or inappropriate behavior; or failing to adhere to the policies and procedures of the Dover Public Library.
- **ACCIDENTS:** You are important to us and we strive to keep all environments safe for all. However, if an accident occurs, *report all the information to your supervisor immediately.*
- **ADDITIONAL POLICIES AND PROCEDURES** may be in place for specific programs. The Volunteer Coordinator or your shift supervisor will notify you of specific policies you need to be aware of while you are volunteering at the Dover Public Library.
- **REFERENCES:** May be provided for volunteers upon request. Position descriptions and sign-in sheets will serve as the tools for preparing references.

Anyone who fails to meet these standards of the Volunteer Policy or any other Library policy will be required to leave the premises.  
The Dover Public Library reserves the right to amend this Policy at any time.