# Volunteer Policy

Date of Last Revision: 1-2025

The Wabeno Public Library shall use the services of volunteers to supplement the efforts of paid library staff in meeting demands for quality public service. Volunteers aid the library in making the best use of its fiscal resources and contribute to sound working relationships with community groups and organizations. Volunteers are liaisons to the community and by their contribution are advocates for quality library service. The library and its volunteers work together to meet the goals and mission of the organization. The Wabeno Public Library shall make use of the services of interested volunteers to supplement, not replace, the work done by library staff.

Volunteers generally provide support services to staff and/or work on special projects. Because we rely upon our volunteers to help provide services, it is essential that a volunteer makes a real commitment to the library.

Volunteers are expected to act in accordance with library policies and the volunteer handbook, and to reflect positive customer service attitudes to all library patrons.

## Definition of a Volunteer

One who performs a service of their own free will. One who contributes time, energy, and talents directly or on behalf of the Wabeno Public Library and is not paid by library funds. All volunteers must be accepted by the library prior to the performance of assigned tasks.

## How to Become a Volunteer

All potential volunteers are required to fill out a Volunteer Application Form. Potential volunteers under the age of 18 must have the application signed by a parent or legal guardian. Potential volunteers are selected based on their qualifications in relation to the needs of the library at any given time. Acceptance of an application is at the library's discretion.

## Supervision

The on-site supervisor is the Library Director or other present staff member. Volunteers are expected to follow the procedures established by the attending staff member, who is responsible for day-to-day management and guidance of a volunteer’s work and will be available for consultation and assistance. Volunteers should feel free to ask any questions of this person or report any problems or concerns about their assignment.

## Responsibilities of Volunteers

Volunteers are expected to perform their assigned duties to the best of their abilities and to be loyal to the mission, values, goals, and policies of the library. All volunteers should keep their supervisor informed of the projects and work status and of their comings and goings in the library.

Volunteers agree that the library may at any time, for whatever reason, decide to terminate the volunteer’s relationship with the library or to make changes in their volunteer assignment. Volunteers who fail to meet the requirements of their responsibilities, violate library policies, or violate local, state or federal law while working at the library are subject to dismissal and/or prosecution.

## Confidentiality of Library User Records

Volunteers will be familiar with and agree to abide by the Public Library Records State Statute, as well as other library rules and policies. For the full section: <https://shorturl.at/8ekOF>.

**§43.30 Public library records.**
**(1m)** Records of any library which is in whole or in part supported by public funds, including the records of a public library system, indicating the identity of any individual who borrows or uses the library’s documents or other materials, resources, or services may not be disclosed except by court order or to persons acting within the scope of their duties in the administration of the library or library system, to person authorized by the individual to inspect such records, to custodial parents or guardians of children under the age of 16 under sub. (4) to libraries under subs. (2) and (3), or to law enforcement officers under sub. (5).

## Safety and Security

Volunteers are asked to always be alert to safety hazards and to report unsafe acts or conditions to their supervisor immediately. Volunteers should also notify their supervisors of any assignment which causes physical discomfort, or which could lead to personal injury. All injuries, whether minor or serious, must be reported directly to your supervisor.

## Drug- and Alcohol-Free Workplace

Use of alcohol or illegal drugs in the workplace or reporting for duty under the influence of drugs or alcohol is prohibited, as is the abuse of any drug or alcohol.

## Workplace Harassment and Violence

All volunteers, employees, supervisors, and members of management, regardless of gender, are strictly prohibited from sexually harassing or making improper advances towards other volunteers, guests, employees, supervisors, or members of management. Sexual harassment includes unwelcome or unsolicited verbal, physical, or sexual conduct that is made a term of condition of service or employment, is used as the basis of employment or advancement decision, or has the purpose or effect of unreasonably interfering with work or creating an intimidating, hostile, or offensive environment. Any sexual harassment needs to be reported immediately to the library director.

## Workplace Bullying and Psychological Harassment

The Wabeno Public Library prohibits workplace bullying or psychological harassment to the end that all employees are afforded the opportunity to work in an environment that is healthy and safe and free from bullying. Any employee who perceives themselves to be the victim of workplace bullying or psychological harassment is encouraged to promptly report it to the library director. The Wabeno Public Library will investigate allegations and will exercise appropriate remedial or disciplinary action. The Wabeno Public Library further prohibits retaliation against any employee reporting workplace bullying or psychological harassment.

## Training

The supervisor in charge will be responsible for training at and during a volunteer assignment.

## Court-Ordered Community Service

The Wabeno Public Library may accept court ordered community service workers at the library board’s discretion on a case-by-case basis.