



DECATUR PUBLIC LIBRARY

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BOARD OF TRUSTEES

Personnel, Policy, and Public Relations Committee

AGENDA

Thursday, October 1, 2020 4:30 p.m.

Remote Meeting via Zoom

Meeting Video Link: <https://us02web.zoom.us/j/85224460630>

Meeting Phone Number: +1 312 626 6799

Meeting ID: 852 2446 0630

- I. Call to Order – Samantha Carroll
Remote Attendance. Pursuant to State Executive Orders 2020-07 and 2020-18, which temporarily suspend the in-person presence requirements and eliminate the limitation on remote access of the Illinois Open Meetings Act due to the COVID-19 pandemic, the Board is not requiring physical attendance at the meeting, and will allow all Board members to attend this meeting remotely and fully participate remotely.
- II. Approval of agenda
- III. Minutes
 1. Minutes of June 4, 2020 meeting
- IV. **Public comments** – The Decatur Public Library’s Board Room will be not be open to the public during this Library Board Committee Meeting, and the meeting will be held remotely. For those wishing to provide public input, please email your statement to rmeyer@decaturlibrary by 4:00 pm Thursday, October 1, 2020. The statement will be read into the record per Library Board public input rules. Anyone can attend virtually via Zoom. Additional instructions are attached.
- V. Written Communications from the Public
- VI. New Business
 1. Patron Ban/Patron Behavior Policy (Action)
 2. Credit Card Policy (Action)
 3. City Librarian Performance Evaluation Process (Discussion)

4. Personnel Update (Discussion)
 5. Other (Discussion)
- VII. Old Business
1. Equity, Diversity, Inclusion (Discussion)
 2. Patron Ban Appeal (Action)
 3. Volunteer Policy (Action)
 4. Other (Discussion)
- VIII. Adjournment

If you have questions please contact:

Rick Meyer, City Librarian

421-9713 rmeyer@decaturlibrary.org

Decatur Public Library

Library Use Guidelines

To aid all patrons of the Decatur Public Library in their use of library facilities, the Library Board of Trustees has published the following use guidelines.

PATRONS SHALL:

- **Engage in activities associated with the use of a public library.**
Patrons not reading, studying, or using library materials may be required to leave the building.
- **Respect the rights of other patrons & staff.**
Patrons shall not harass or annoy others by behaving in a manner which can be reasonably expected to disturb others.
- **Turn cell phone ringers to silent or vibrate.**

PATRONS SHALL NOT:

- **Bring food into the library, smoke, or use tobacco, tobacco products, or vapor devices.**
Drink containers with a secure lid are allowed except in the computer area. Drinks without a secure lid are not allowed in the library.
- **Sleep anywhere on library property.**
- **Interfere with the use of the library by other patrons or interfere with library employees' performance of their duties.**
- **Deface or mar library materials.**
Patrons shall not deface, mar, or in any way destroy or damage library furnishings, walls, machines, or other library property.
- **Enter the building without a shirt or shoes.**
Patrons must wear a covering of their upper body and shoes or other footwear. Patrons whose bodily hygiene is offensive so as to constitute a nuisance to other patrons may be required to leave the building. Underwear should not be visible.
- **Bring pets or animals into the library.**
(Other than authorized service animals.)
- **Leave children under the age of eight years unsupervised.**
Children under the age of eight years must be accompanied by a responsible adult or child over the age of 13.
- **Sell products or services or solicit for charitable organizations.**
Except the Library of Friends of the Library.
- **Carry firearms on library property.**

Any patron not abiding by these or other rules and regulations of the library may be required to leave the library premises.

Any patron who violates these rules and regulations may be denied the privilege of access to the library.

Library employees may contact the Decatur Police if deemed advisable.

Approved by the Library Board of Trustees

11/20/14

Reviewed 5/17/2018

Carol Stream, IL

Patron behavior at the Library

Policy Governing Patron Behavior

In accordance with the Illinois Compiled Statutes, (75 ILCS 5/4-7), the Board of Library Trustees of the Carol Stream Public Library has the following powers:

“To make and adopt...rules and regulations...for the government of the Library...” and

“To exclude from the use of the Library any person who willfully violates the rules prescribed by the Board.”

Therefore, the Board of Trustees of the Carol Stream Public Library adopts the following as its policy on patron behavior:

1. The Library Director is delegated the authority to develop and amend as necessary reasonable rules and regulations governing appropriate patron behavior. This Code of Conduct will be available for examination in the Library.
2. Any patron who engages in any activity that materially disrupts the use of library facilities, collections, or services by patrons or materially disrupts the ability of the staff to perform its duties shall be given a verbal warning that his/her behavior is unacceptable and informed of the consequences should the behavior continue.
3. If, following this direction, the patron fails or refuses to comply, or responds to the request in an abusive manner, he/she will be required to immediately leave the Library property for the balance of that calendar day. If he/she fails to leave, the Carol Stream Police will be summoned.
4. Library personnel will maintain a record of instances in which patrons are required to leave the Library.
5. The Library staff has the right to request to see identification of any person on the premises who is violating Library policies or rules governing patron behavior.
6. Parents or guardians of minors will be notified in writing, whenever possible, after the first recorded instance in which a minor is required to leave Library property, and advised of the consequences of any further recorded instances.
7. Upon the second recorded instance within a four week period in which a patron is required to leave the Library, the Director shall ban the patron from Library property for a period of thirty days.

8. In the event a patron banned from Library property attempts entry to Library property during any such period of exclusion, the police will be immediately summoned to respond to this trespassing violation.

9. In the event the patron persists in abusive conduct or disruptive behavior following a period of exclusion, the Library Director shall report to the Board of Library Trustees to request consideration of a long-term period of exclusion of that patron.

10. The Library is not required to go through the entire intervention process detailed in this policy. Intervention may begin at any step, including immediate involvement of the police and/or banning from Library property, depending upon the severity of the incident or behavior.

11. Any redress for grievance regarding any actions taken by the Library staff to enforce Library public behavior standards must be submitted in writing to the Director. The Director shall respond in writing to this grievance. If the patron does not accept the Director's response to the written grievance, the patron may submit a written redress for grievance to the Board of Library Trustees. The Board shall review this grievance and provide a written response. The Board's decision shall be final.

Schaumburg, IL

CODE OF CONDUCT

PURPOSE

The Library strives to provide and maintain high quality materials, resources, programs, services and facilities for all Library users. In order to achieve that goal, Library staff and Library users must act in partnership to ensure that everybody can experience a safe, clean, pleasant and productive environment for study, research, information and entertainment.

GUIDELINES

All Library Users can expect to:

- Receive courteous service.
- Talk to a staff member as needed.
- Contact staff for reference and information service.
- Have contacts addressed in a timely manner.
- Suggest new materials and services.
- Register for Library cards and pay fines without undue hassle or delay.
- Have problems resolved within 48 hours, whenever possible.
- Have staff make the Libraries operate in the best interest of the users.
- Have a safe, clean, comfortable and reasonably quiet building.

Library Users may not:

- Behave in a way that disrupts or interferes with the normal operation of the Library or disturbs Library users or staff. This includes, but is not limited to, rowdiness, running, noise, vandalism, cursing, using threatening language or other inappropriate behaviors.
- Disobey the reasonable request of a Library staff member or security officer.
- Harass Library staff or users, including verbal or physical harassment or abuse.
- Enter a staff-only area.
- Remain in the Library after closing or when requested to leave due to emergency situations or disruptive behavior.
- Refuse to abide by Library regulations regarding return of materials and payment of fines.
- Remove Library materials without authorization.
- Conceal Library materials for the exclusive use of an individual or group.
- Mutilate Library materials by marking, underlining, removing pages, removing theft detection devices or in any way defacing them.
- Mutilate or deface Library property including, but not limited to, furnishings, walls, machines, elevators, etc.
- Tamper with or intentionally damage computer hardware, software, printers, operating systems or peripheral devices.
- Use restrooms improperly, including, but not limited to bathing, shaving, washing hair and doing laundry.
- Rearrange Library furniture or borrow furnishings from other parts of the Library without permission of the library staff.
- Lie down on any floor, couch, table or seat in the Library, climb or place feet on furniture, or block aisles, exits or entrances.
- Talk on cell phones in areas of the building where their use is not designated.
- Leave belongings unattended. Briefcases, handbags, backpacks and other packages are subject to security inspection.
- Enter or be in the Library barefoot, without a shirt, or be otherwise attired so as to be disruptive to the Library environment.
- Disturb others with offensive bodily odors to the extent that the use of the Library facilities, collections or services is disrupted.
- Smoke or use smokeless tobacco within the Library.
- Smoke or use marijuana products within the Library, its parking lots or other properties, or at a Library sponsored event outside of the Library.
- Consume food within the Library, except as allowed at Library approved events and in authorized designated areas of the Library.
- Enter the Library with uncovered beverages.
- Possess, sell, distribute or consume any alcoholic beverage, except as allowed at Library approved events.
- Disturb Library staff or users by prolonged or chronic sleeping.
- Enter the Library with animals, except those used to aid persons with disabilities, as certified by a medical professional or as part of a Library program.
- Enter the Library with equipment that presents a hazard, including, but not limited to, bicycles, grocery carts, skate boards, wheeled shoes, etc.
- Sell merchandise and services or solicit donations of any kind within the Library building except at Library approved events.

- Sell merchandise and services or solicit donations of any kind outside of the Library building without prior approval of the Library director. Only not-for-profit organizations located in the Schaumburg Township Library District may apply for approval. The Library reserves the right to limit the time, place and manner of the sale of merchandise and services or solicitation of donations.
- Solicit signatures on petitions within Library buildings.
- Engage in any activity that violates federal, state, local or other applicable law, ordinance or regulation.
- Enter the Library with a firearm.

Library Users should remember that:

Children under the age of 8 years must be accompanied and supervised by a parent or a caregiver 14 years or older, and may not be left unattended anywhere in the Library. [[See: Unattended and Unsupervised Children Policy](#)]

Resources, programs, services and computers in the Youth Services Library are intended for use by children and their parents or caregivers. Adults who are not accompanied by children and who are not directly engaged in the search for or use of children's materials will be directed to other areas of the Library.

RESPONSIBILITY

It is the responsibility of all Library users to behave in a way that promotes the Code of Conduct as stated under Purpose. Failure to comply with this policy or the reasonable direction of a Library staff member may result in being asked to leave the Library premises and possible exclusion from the Library.

The Library will actively pursue disciplinary action, prosecution or other legal action when necessary. Library employees will contact the police department if deemed necessary.

ENFORCEMENT

- Enforcement of the Code of Conduct will be applied equitably.
- Anyone not complying with this Code of Conduct or any other reasonable request of the staff will first be warned by the Library staff and will be advised of the next course of action to be taken by the Library if the unacceptable behavior continues.
- Library staff and security personnel on duty are authorized to direct individuals to leave the Library premises immediately if they continue to violate the Code of Conduct rules after being warned to discontinue unacceptable behavior.
- The Library reserves the right to make reasonable accommodations to this Code of Conduct
- Anyone may, without prior notice or warning, be removed from the Library premises if his or her presence or conduct is threatening, willfully malicious or poses an immediate and imminent danger to any person or property.
- Violators of the Code of Conduct may be excluded from the Library for a period from one day to one year, and their Library privileges may be restricted or terminated. In addition, violation of these rules or failure to abide by such exclusion may lead to arrest and criminal

prosecution.

- Any person who is excluded from the Library for a period in excess of one month will be notified of such in writing by the Director and has the right to appeal by requesting a hearing before the Disciplinary Committee of the Board of Trustees of the Library, provided such hearing is requested by written notice addressed to “Disciplinary Committee, Board of Trustees, Schaumburg Township District Library, 130 South Roselle Road, Schaumburg, Illinois, 60193” and mailed no later than thirty (30) days after the date on which the notification of the exclusion was mailed to such person.

Approved by the Schaumburg Township District Library Board of Trustees, January 20, 2020.

Poplar Creek Public Library District

Patron Ban Policy

Illinois law authorizes the Board of Trustees to “exclude from the use of the library any person who willfully violates an ordinance or regulation prescribed by the board.” (Illinois Compiles Statutes, 75 ILCS 5/4-7(11))

Failure to abide by the Poplar Creek Public Library District (PCPLD) Code of Conduct and any reasonable request by staff or security may result in loss of library privileges and will be implemented by the following employees.

- The Person-in-Charge and/or security personnel may ban a patron for a day. This usually means asking a patron to leave following an incident.
- If the incident is deemed to be of a more serious nature, or if it is a subsequent offense, Managers/Supervisors are authorized to ban the patron for a week.
- If an incident is the result of a repeat offender, or a very serious infraction of the Code of Conduct, the Executive Director has the right to ban up to a year.
- The PCPLD Board of Trustees may extend the ban beyond one year and reserves the right to make a ban permanent.

This Board further specifies that it is the policy of the library to authorize employees to call upon local law enforcement personnel as necessary to ensure compliance with the Code of Conduct and to sign any complaint or other documentation required for enforcement.

Grievance Procedure

An incident report shall be filed by the witnessing librarian and/or security personnel present at the time of the infraction of the Patron Code of Conduct. Violators will be shown a copy of the Code of Conduct at the time a warning or ban is issued and will be advised of the next course of action to be taken by the library if the unacceptable behavior continues.

Library staff has the right to request identification of any person on the premises who is violating library policy. If it is determined that this is a repeated offense, a written letter will be sent to the patron detailing the violation and the length of the sanction imposed. A copy will be available to hand the individual at the library if they return prior to receiving the mail. Failure to abide by the ban may lead to arrest and criminal prosecution.

A patron whose library privileges have been revoked may submit a written appeal to the Executive Director for reconsideration as provided in the ban letter. If the banned individual is a minor, the written appeal must include their parent or guardian’s signature. After receiving the written appeal, the Executive Director will address the appeal within thirty (30) days. Modifications may include the length or condition of the ban.

If the banned individual is not satisfied with the Executive Director’s decision after written appeal was reviewed and acted upon, the banned person may request a hearing before the PCPLD Board of

Trustees in writing. The board will then schedule a hearing at the next regularly scheduled PCPLD Board of Trustees meeting. Following the hearing, the PCPLD Board will respond in writing within ten (10) days. The Board's decision is final.

Oak Park, IL

Rules of Behavior Policy

Library Board approved June 1, 2011. Revised February 15, 2012. Revised February 24, 2015. Revised September 15, 2015. Revised October 23, 2018.

INTRODUCTION

The library is a place of information, knowledge, and learning. It is also one of the few public spaces and public goods in communities and in the country where one may come and be welcomed and be served, to find a space and to find a voice.

The Oak Park Public Library is committed to serving everyone, especially those in the community who most need access to services and resources and for whom barriers may sometimes hinder full and equitable access. That includes those who are experiencing homelessness, those with health challenges, those with income challenges, and other vulnerable or marginalized members of the community.

RULES OF BEHAVIOR

Because the library is for everyone, the Board of Library Trustees has established the following rules of behavior to ensure:

- All library patrons may use and enjoy the Library's services, materials, and facilities without unreasonable interference or disturbance from others
 - All library patrons enjoy safe and secure library facilities;
 - The library's materials are protected from theft and damage; and
 - All library employees have a safe and secure workplace.
- A. The following are illegal or are not permissible on library property or at library events. This is not a comprehensive or complete list of examples.
- Assault (threat of harm) and battery (actual harm)
 - Creating, viewing, sharing, or distributing child pornography
 - Engaging in sexual conduct or lewd acts
 - Harassment (physical, sexual, verbal, or stalking)
 - Selling, soliciting or using illegal drugs
 - Smoking
 - Theft, including deliberately removing library materials from a building without checking them out
 - Vandalism

- Vaping
 - Weapons such as explosives, firearms, knives, look-alike weapons, or any other objects that can reasonably be considered as weapons.
- B. No conduct is permitted that may reasonably be expected to create a disturbance or otherwise interfere with the safe use and enjoyment of the Library by others (for example, (but not limited to) loud electronic device use and conversations, running, fighting, threatening or harassing behavior, obstructing others’ access to Library resources, etc.)
- C. No conduct is permitted that may reasonably be expected to endanger the health and safety of Library users or employees or cause or threaten to cause damage to Library materials or facilities (for example, but not limited to moving furniture in a way which blocks aisles, using tables, chairs or heating units as footstools, sitting on stairways, defacing or vandalizing Library property or materials, etc.) The Library reserves the right to limit the number of persons who may sit together at a single table, carrel, or computer.
- D. Library staff is not responsible for caregiving duties, such as bathroom assistance, providing snacks, providing telephones, health care, or providing time and attention that prevents them from fulfilling their primary duties. Parents and caregivers are expected to fulfill these responsibilities.
- E. Patrons may not bring animals other than service animals into the library.
- F. Personal distribution of leaflets, survey taking, collecting signatures on petitions, solicitations, and similar activities inside library facilities are not permitted, except as authorized by the Board of Trustees as described in the Meeting Spaces policy.
- G. Library users may not leave personal belongings in the Library when they leave the building. The Library is not responsible for any loss of users’ personal belongings. Personal belongings may not obstruct walkways or interfere with use of shared spaces.
- H. Food and drink are not allowed in the following designated areas:
- Silent Reading Room in the Main Library
 - Children’s Play Areas in the Main Library
 - Archives and Special Collections in the Main Library
 - Library computer areas.
- I. Sleeping is not allowed in the following designated areas:
- Library computer areas
 - Group Study Rooms
 - Silent Reading Room

POTENTIAL CONSEQUENCES

The Library reserves the right to inspect the contents of personal belongings.

The Library reserves the right to impose time limits upon the continuous use of Library resources.

Any behavior that violates the Rules of Behavior may result in cost recovery charges, suspension of library privileges, exclusion from the Library, and prosecution. Depending upon the offense and the particular circumstances of the case, violators of the foregoing Rules may be excluded from use of the Library. Illinois Library Law authorizes the Board of Library Trustees “to exclude from the use of the library any person who willfully violates the rules prescribed by the board.”

Security Monitors and other library staff are authorized to ask disruptive patrons to leave the library and to exclude them for a 24-hour period. Staff are also authorized to call the police at their discretion. Violations, both minor and serious, may also be investigated by library administrators who may exclude violators for varying and longer periods of time depending upon the seriousness and/or frequency of the violation. Caregivers will be notified if the offender is a minor. After the exclusion period, patrons are welcomed back to the library.

The Library may bring criminal charges against any persons suspected of criminal acts toward library staff or patrons, including theft or vandalism of Library property or materials or of any violations on Library property of federal, state, or local laws and ordinances.

[« Back to Policies](#)



JOLIET PUBLIC LIBRARY

CONNECTING YOU TO THE WORLD

Guidelines for Banning Patrons

The following guidelines are to be used when a library patron has violated the Rules of Conduct policy sufficiently to require banning from library properties. As stated in the Rules of Conduct policy, the length of the ban will be based on the nature of the violation.

- One day ban is for behavior such as refusing to comply with standard rules in the Rules of Conduct. This is for more minor disruptive behavior and should be considered the basic response when patrons are having a hard time handling library rules. One day can serve to calm people down without causing further disruption.
- 30 day ban is used when a “cooling down” period is needed. This is for verbal abuse or inappropriate language rather than an assault. This also applies to repeat offenders who have already been banned for one day several times. This is a common length of time for security to ban patrons when they feel they get out of hand.
- Six months ban is for more pronounced disruptive behavior and for more serious violations of the Rules of Conduct. This includes significant verbal harassment of staff or other patrons. This also includes patrons who have had prior one day or 30 day bans and who continue to violate the Rules of Conduct.
- One year ban is for very serious problems, such as verbally or physically threatening behavior, physical assaults of patrons and/or staff, or criminal activity in the library, with review for possible continuation. The police are usually called for this type of incident and the patron may be arrested. Serious assaults could be “I’ll kill you if I see you again”. This can also include patrons who have repeatedly violated the Rules of Conduct and have a prior history of suspensions from the library. At the end of the banning year, administration will review the banning and decide whether the period of time needs to be extended.
- Beyond one year for the most serious incidents such as shooting a gun in the library, threatening behavior towards children, or stalking a staff member. The Library Director will review this banning and make the appropriate decision as to the length of the banning. Prior to the end of the banning period, the Library Director will review the banning and decide whether the period of time needs to be extended.

We may also ban until further notice until we have a chance to investigate and review an incident. We will then let the patron know what the decision is.

The Library Board gives the Library Director full authority to make all decisions concerning banning patrons. The Library Director may also delegate authority for banning decisions when necessary. A notice of suspension may be given verbally but any suspension beyond one day will be accompanied by a written notice to the person, parent or responsible adult and will include the reason(s) for the suspension or ban. The patron will be advised that if he/she wants to appeal this decision, he/she must contact the Library Director within 10 days of the date of this document. The Director and/or his/her designee will meet with the patron and then issue a decision concerning the matter. The Director’s or designee’s decision is final.



DECATUR PUBLIC LIBRARY

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DECATUR PUBLIC LIBRARY CREDIT CARD POLICY

This policy facilitates Library purchases and establishes guidelines for the distribution and use of credit cards issued by the Library for staff use.

Credit card accounts will be established in the name of the Decatur Public Library; cards will be issued with the City Librarian's name.

Retail store-issued cards are required to be used at the issuer's store in order to ensure tax-exempt purchases.

Credit cards will be used for registration and travel expenses related to conferences and/or workshops, prepayment for materials when required by a vendor, online purchases of Library materials and equipment, as well as for all other purchases where practical.

Library credit cards must be used for proper Library purposes. Any personal use of Library credit cards is strictly prohibited and may result in disciplinary action up to or including termination.

Credit Card Oversight and Audit

Library credit cards shall be safeguarded to prevent loss or theft of public funds or unauthorized use.

In the event of activity which does not comply with this policy, or in case of unauthorized use of the credit card, appropriate disciplinary action, up to or including termination, will be taken. In addition, the employee will be required to reimburse the Library for any improper credit card purchases.

Credit cards are the property of the Library and must be returned to the Administrative office upon termination of employment with the Library. The Administrative Assistant is required to immediately close such credit card accounts.

Payment of the monthly balance must be made in such a fashion that no finance charges are incurred.

Approved by the Decatur Public Library Board of Trustees

August 17, 2017



DECATUR PUBLIC LIBRARY

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Volunteer Policy

The Decatur Public Library (“Library”) believes volunteers are a vital part of any successful public library. Volunteers aid the Library in making the best use of its fiscal resources and contribute to excellent working relationships with community groups and organizations. Volunteer opportunities offer citizens a way to contribute to the community and learn more about the Library, while helping the library expand and enrich its services. The Library and its volunteers work together to achieve the goals and mission of the Library.

Purpose of Volunteer Policy:

The purpose of this policy is to provide overall guidance and direction to staff and volunteers engaged in activities in the Library. These policies are for internal management guidance only, and do not constitute, either implicitly or explicitly, a contractual or personnel agreement. The Library reserves the right to change any part of this policy and all other Library policies at any time and to expect after notification, adherence to the changed policy. Changes or exceptions from this policy may be granted by the City Librarian. Changes must be obtained in advance, in writing, and approved by the City Librarian. Issues not covered by this policy shall be resolved by the City Librarian.

Definition of “Volunteer”:

A volunteer is anyone who without compensation or expectation of compensation performs a task at the direction of a Library supervisor or on behalf of the Library. A volunteer must apply and be interviewed. After the date of the approval of this policy, volunteers must execute an Acknowledgement of Volunteer Status and Acceptance of Decatur Public Library Policies prior to commencement of the Volunteer’s service at the Library.

The Library accepts the service of volunteers with the understanding that such service is at the sole discretion of the Library. Volunteers understand that the Library may at any time, for any reason terminate the volunteer’s relationship with the Library.

Who Can Volunteer:

Volunteers shall be recruited without regard to any individual’s age, race, creed, color, national origin, religion, marital status, sexual orientation, gender, physical appearance, socioeconomic level, or any other legally protected characteristic.

Volunteers under the age of 18 must have parental consent, and may not work without direct supervision by a staff member or an adult volunteer. The Library will only accept volunteers 14 and older.

Any person interested in volunteering at the Library must fill out an application form. Each application will be reviewed by the department head. Candidates will be accepted 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.

As of ~~February 21,~~ 2020 all volunteers will agree to undergo a background check prior to beginning their duties at the library.

No volunteer will be eligible for medical, health, accident, or worker's compensation benefits.

Supervision:

Each volunteer will be assigned to an on-site supervisor, and is required to follow work procedures established by the staff member. The supervisor is responsible for the day-to-day management and guidance of a volunteer's work and will be available for assistance.

Volunteers should feel free to ask any questions of this person or report any problems or concerns about their assignment. Volunteers are expected to perform their duties to the best of their ability, and be loyal to the mission, values, goals, and policies of the library. All volunteers should keep their supervisor informed of their assigned projects, and of any change to their availability schedule.

While volunteers serve the needs of every Library department, they will not be used to replace the work done by paid Library staff. They are also not allowed to perform activities that could reveal confidential patron information.

Behavior:

Volunteers are expected to conduct themselves in accordance with, and adhere to all established policies and procedures of the Library, including, but not limited to, policies regarding work schedule, attendance, conduct, performance, safety procedures, proper attire, etc. Volunteers can be released from their duties at any time at the discretion of the Library.

Volunteer Training:

All volunteers will receive an orientation to the program they will be working with and a tour of the Library.

Volunteers will receive on-the-job training to provide them with the information and skills reasonably necessary to perform their assignment. Staff members with responsibility for delivery of services should have an active role in the training of the volunteers.

Each volunteer accepted to a position with the Library will have a clearly identified supervisor. This supervisor shall be responsible for the day-to-day guidance of the work of the volunteer and shall be reasonably available to the volunteer for consultation and assistance.

Volunteers are expected to perform their duties on a regular scheduled and timely basis. If volunteers expect to be absent they should notify their immediate supervisor in advance so the alternative arrangements may be made.

Volunteer Recognition:

The Volunteer Supervisor and staff directly involved with the volunteers may design a program of recognition for the volunteers.

**Approved by the Decatur Public Library Board of
Trustees February 16, 2017**