



Volunteer Policy

Adopted October 17, 2013

The Osceola Public Library (OPL) recognizes that volunteers are a valuable resource and encourages community-minded people to volunteer. Volunteers enhance, rather than replace, the efforts of regular staff members for the purpose of providing quality library collections, services, and experiences. Volunteering serves as a method for area residents to become familiar with the library and volunteers can, in turn, be valuable advocates for the library. Volunteering also creates opportunities for individuals to feel personal satisfaction while performing a valuable service to the community.

- A volunteer is a person who performs tasks for the OPL without wages, benefits, or compensation (including travel expense) of any kind.
- Volunteers are expected to comply with all OPL and the Village of Osceola's policies as they are stated in their designated handbooks, which are given to volunteers for review prior to their start date.
- Volunteers are recognized by the public as representatives of the OPL and shall be guided by the same work and behavior codes as employees. They shall follow all enforced library policies, perform duties as requested by the library staff, and be respectful of all library patrons and staff. Volunteers should be particularly aware of library policies related to patron privacy and confidentiality.
- Volunteer help will only be accepted with consent of the Library Director. The Director may check background and references and has the right to decline anyone without cause or statement of reason.
- A volunteer should take all of his/her concerns, suggestions, and problems to the Director or designated staff member.
- The Director may dismiss volunteers if OPL or Village policies are not followed or if the volunteer fails to meet expectations or reflects negatively on the library or Village.
- Volunteers must have a library card and be in good standing at the Osceola Public Library.
- The OPL staff will provide volunteers with proper orientation, training, and supervision.
- The hours of volunteer service will be coordinated between library staff and volunteer. Volunteers are responsible for recording their hours of service.
- Volunteers will be given the opportunity for an annual performance evaluation and a volunteer experience evaluation.
- The OPL accepts volunteers requiring court ordered community service at the discretion of the Library Director.
- Minor children may only work as volunteers with the consent of a parent or legal guardian.



- A student intern is any student who performs volunteer work as part of a school program for academic credit. (Individual scouts working on awards/badges are also classed as student interns.) Student interns will be sought out through contacts in area schools and colleges when their activities will benefit the OPL. The Director will be responsible for creating their job descriptions and overseeing their work.
- Library staff will continually work to recognize the contributions of volunteers and will seek to expand the OPL volunteer group as needed.

End of Policy