



Henderson County Public Library Volunteer Policy

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I. Background for Policy

- A. The Henderson County Public Library believes volunteers are a vital part of any successful public library.
- B. The Henderson County Public Library recognizes that volunteers aid the Library in making the best use of its fiscal resources and contribute to excellent working relationships with community groups and organizations.

II. Definitions

A volunteer is defined as an individual who performs hours of service in any County Public Library location without promise, expectation, or receipt of compensation for service rendered.

Individuals shall be considered volunteers only where their services are offered freely and without pressure of coercion, direct or implied, from the Library.

Henderson County Public Library complies with the regulations set forth in the Fair Labor Standards Act for individuals performing volunteer services for local governments.

III. Purpose

Volunteer opportunities at the Henderson County Public Library are intended to supplement the efforts of paid library staff in meeting the demands for quality public service and provide a means for residents to become familiar with their library and the services being offered.

Examples of volunteer opportunities include but are not limited to: shelving books, shelf reading and inventory, processing new materials, helping to prepare for programs, and assisting in the genealogy room.

IV. Responsibilities

Before beginning their service, volunteers must understand that while at the library they are representing Henderson County Public Library and Henderson County and as such the following basic rules of conduct must apply.

- A. Adhere to County and Library policies and practices established regarding work schedule, attendance, conduct, performance, safety procedures, proper attire, name tag display, etc.
- B. Maintain a professional, friendly demeanor and conduct interactions with dignity, courtesy, and consideration at all times.
- C. Maintain confidentiality at all times in respect to any library and/or patron information they are exposed to while serving as volunteers.
- D. Remain free of alcohol and drugs.
- E. Dress and groom appropriately for a business environment and in keeping with work assignments.
- F. Respect that Library-owned equipment and supplies are for library use only and may not be used for personal business.
- G. Understand that visits and telephone calls from family or friends during assigned volunteer hours are generally not appropriate and should be kept to a minimum.



- H. Refrain from soliciting the general public for support or contributions to any event or activity while working at a volunteer assignment.
- I. Refrain from representing themselves as anything other than a volunteer while on assignment for the library, unless specifically authorized and to the extent specified in writing for a specific purpose.
- J. Direct patron questions or concerns to the appropriate library staff member.
- K. Refrain from using his/her affiliation as a volunteer with the library in connection with partisan politics, religious matters, or community issues.

V. Policy

Prospective volunteers may visit the Henderson County Public Library branch of interest to complete both a [Henderson County Volunteer Services Application](#) and [Henderson County Public Library Volunteer Application](#)

Permission of a parent or guardian is required for youth under 18 years of age.

Standard Requirements:

- A. Must be 14 years of age or older
- B. Be free of criminal convictions pertaining to juveniles
- C. Be a library patron in good standing (including no LOST items on record)

Application and Selection:

- A. Applications shall be reviewed and applicants selected based upon stated interest(s), ability to commit to a consistent schedule of hours and the needs of the Library at any given time.
- B. If the interests and abilities match Library needs, applicant will be interviewed to determine suitability for the particular service or job required. A brief operational orientation and overview will be delivered to the volunteer by the interviewer.
- C. If accepted at this time, applicable background checks will be completed. Upon receipt of clean results, the volunteer will be provided with their assigned workday and time.

If there are no volunteer opportunities at the time of submission, volunteer applications will be held for one year.

VI. Procedures

- A. Designated Library staff will coordinate and supervise volunteers.
- B. Volunteers will receive orientation and specific training in their assigned duties from the Library staff members who directly supervise their work.
- C. All volunteers must sign-in when they arrive and sign-out when they leave. Volunteers must also wear their assigned name tag while volunteering.

VII. Authorities

- A. N/A

VIII. References

- A. [Henderson County Volunteer Program Policy](#) and [Henderson County Volunteer Services Application](#)