

**L. VOLUNTEER CODE OF CONDUCT**

**1. Dress Code**

As representatives of the Canton Public Library, volunteers are responsible for presenting a good image to the community. Volunteers are identified as such through wearing of name badges, to include the volunteer's name and the word "Volunteer" provided by the Canton Public Library. Volunteers shall dress appropriately for the conditions and performance of their duties. The following attire is considered inappropriate: open-toed shoes; ragged, frayed or cut-off jeans with holes in them; bare midriffs, strappy tank tops, shorts and t-shirts with messages or promotional graphics relating to drugs, alcohol or sex.

**2. Absenteeism**

Volunteers are expected to perform their duties on a regularly scheduled and timely basis. If expecting to be tardy or absent from a scheduled shift, volunteers shall inform the supervising staff member and/or Volunteer Coordinator as far in advance as possible so that alternative arrangements may be made. Volunteers who miss two consecutive shifts without advance notification will be placed on inactive status.

**3. Standards of Performance**

Standards of performance may be established for on-going volunteer positions. These standards may list the work to be done in that position, measurable indicators of whether the work was accomplished and appropriate timelines for accomplishment of the work.

**4. Right to Reject/Terminate Volunteer Services**

The library reserves the right to limit the use of volunteers, adjust the hours of any volunteer, or to reject or terminate the services of a volunteer as it, at its sole discretion, deems fit, in order to best achieve its mission. Examples where volunteer services may be rejected or terminated include, but are not limited to: unsatisfactory background check; misconduct or insubordination; being under the influence of alcohol; sale or use of illegal drugs; theft of property (either library property or other); misuse of library equipment or materials; mistreatment of patrons/other volunteers/library staff; failure to abide by library policies and procedures; failure to meet the standards of performance relating to the essential functions of the volunteer position; and/or failure to satisfactorily perform assigned duties. No employment relationship or contractual right is created by these guidelines.

**5. Non-Discrimination**

The Canton Public Library is committed to a work environment in which all individuals are treated with respect and dignity and free from intimidation, humiliation, and insult. Each individual has the right to volunteer in a professional atmosphere that promotes equal employment opportunities and prohibits discriminatory practices, including harassment. Therefore the Library expects that all relationships among persons at the Library will be businesslike and free of bias, prejudice and harassment.

The Library is an equal opportunity employer and prohibits discrimination on the basis of race, sex, color, age, religion, height, weight, national origin, marital or familial status, handicap, genetic information, or participation in the uniformed services, or any other characteristic protected under federal, state or local law. As part of the Library's policy of equal opportunity to volunteer, the Library prohibits illegal harassment, including by way of example, derogatory or objectionable conduct or comments, based upon any characteristic protected by applicable laws and does not condone illegal discrimination or harassment of our volunteers by their supervisors, employees, other volunteers or third parties on Library premises and over whom the Library has control. Conduct in violation of this policy will result in discipline, up to and including discharge, at the discretion of the Library.

#### **6. Drug-free Workplace**

The Canton Public Library provides a drug-free, healthy and safe environment. While on library premises and while conducting library-related activities off CPL premises, a volunteer may not use, possess, distribute, sell or be under the influence of alcohol or illegal drugs.

The use of prescribed drugs is permitted during volunteer service only if it does not impair the volunteer's ability to perform the essential functions of the volunteer position safely and accurately. A volunteer must advise his or her supervisor if taking any prescription or over-the-counter drug which could adversely affect safety or performance.

#### **7. Abuse-free Workplace**

The Canton Public Library strives to maintain a pleasant working environment for all of our volunteers free from intimidation, humiliation, and insult. Harassment on the basis of any characteristic protected under our Equal Employment Opportunity policy or by applicable laws will not be tolerated. Any actual or threatened acts of physical or mental abuse, sexual abuse, sexual molestation or sexual misconduct (harassment) in the workplace or at any activity sponsored by or related to the library is strictly prohibited. If you have any questions or concerns about this policy or concerns about the working environment, contact the Library Director.

#### **8. Conflict of Interest**

A volunteer, acting in an official capacity, shall not take any action that would result in the volunteer's financial benefit. Volunteers cannot ask for or receive, directly or indirectly, any monies or gifts from library patrons, either for themselves or any member of their households or for the library or library programming. Volunteers may not promote a business to volunteers, patrons or staff during a volunteer shift.

#### **9. Media**

While working in their volunteer capacity, volunteers are not to have contact with the media or its representatives with regard to library issues without first obtaining the approval of the Community Relations Department Head, the Library Director, or the Library Director's alternate designee. The media

is defined as, but not limited to, people and sources related to television, radio, newspapers, magazines and new media/Internet services.

#### **10. Conduct**

Since the public may perceive them as staff members, volunteers should remember that they represent the library's commitment to excellent service. Friendly, courteous behavior toward everyone using the library is expected, regardless of their demeanor. Any patron questions (other than simple directional queries) should be referred to the Reference or Checkout Desks. While at the Library, volunteers may have access to information that is considered confidential library records that are protected by the Michigan Library Privacy Act. Volunteers must not release or provide information regarding any library record in violation the Library Privacy Act. Any questions or concerns shall be addressed with the Director.

Personal visits and telephone calls must be kept to a minimum. Emergencies (such as sudden illness) or unexpected scheduling changes are considered library business and volunteers may use the library telephones for these purposes.

While volunteers are valued adjuncts to the library staff and are encouraged to consider themselves part of the CPL "family," they should remember that staff members have projects to accomplish and goals to reach. Volunteers are requested not to over-engage staff members in personal discussion while performing their volunteer tasks.

Smoking is not allowed anywhere in the library and only in designated areas on the library grounds. Food may be consumed in the staff area only.

Revision Adopted by Library Board 06/30/2016  
Motion No. 16/6-30-4

(Original 09/15/2011, Motion No. 11/9-15-1)