
Library Volunteer Policy

Reference: Adopted by the Library Board August 28, 2012
Reviewed and revised: May 26, 2026

Purpose of volunteers: Under supervision of library staff, volunteers perform a wide variety of tasks that are important to the institution and its ongoing mission. Citizens of a variety of ages and talents are welcomed as a valuable resource to the library to help us fulfill our mission.

Volunteering also serves as a method for area residents to become familiar with the library and creates opportunities for individuals to feel personal satisfaction while performing a valuable service for the community.

Definition of a volunteer: A volunteer, 14 years of age or older, is one who performs a service of their own free will under the supervision of library staff; who contributes time, energy and talents directly for the Cloquet Public Library and is not paid by library or City of Cloquet funds. All volunteers must be accepted and enrolled by the library prior to performance of assigned tasks.

The Friends of the Library is a volunteer organization established either as an independent 501(c) (3) or under the umbrella of the Library Foundation to raise funds and provide support to library services, programs and staff. The Friends of the Library Board of Directors, in conjunction with the Library Director, sets Friends' policies and oversees FOL operations and expenditures. The Board or its designee is responsible for FOL volunteers. Friends volunteers follow established library procedures as stated in the *Rights, Responsibilities and Code of Conduct for Volunteers*. The Library Director serves as liaison to the Friends' Board. The FOL is ultimately responsible to the Library Foundation Board and/or the Library Board of Directors.

Background checks: The Cloquet Public Library will follow the City of Cloquet's policy with regard to background checks for volunteers.

Background checks will not be required for service organizations who volunteer as a group and are supervised by an organization's staff person or representative, and for which the volunteer activity is a single event.

To Become a Volunteer:

- Complete an application and background check form (available at the library) and be accepted as a volunteer by the President of the Friends of the Cloquet Public Library
- Perform mutually agreed upon duties when and where assigned
- Attend training sessions as needed
- Wear a volunteer name badge
- Record the number of hours spent volunteering on the sheet in the Friends Room

Rights, Responsibilities and Code of Conduct for Volunteers

Volunteers have the right to:

- Be treated with respect
- Be trained to do tasks with which they are not familiar
- Be recognized as a contributor to the mission and goals of the library
- Request letters of reference, if appropriate
- Have any personal information about themselves kept confidential and for library internal use only

Volunteers are responsible for:

- Arriving promptly
- Keeping a record of amount of volunteer time
- Referring patrons with questions to the library staff
- Notifying staff immediately if they are injured while volunteering, whether or not medical attention is required.
- Maintaining the confidentiality of all library records and patron information. Failure to maintain confidentiality will result in immediate dismissal.
- Conscientiously performing all assigned tasks to the best of their abilities. If assigned tasks are unclear, request clarification or assistance from staff.

Examples:

- Shelving materials
- Assisting staff members with projects and programs
- Performing ground maintenance

Volunteers are expected to:

- Wear a name tag
- Refrain from smoking in the library or library grounds
- Refrain from using library equipment, materials or property for personal profit
- Refrain from soliciting staff or patrons
- Refrain from using the library name or tax-exempt status for personal advantage
- Be tactful, patient, and courteous when volunteering in the library
- Refrain from harassing library patrons, staff or other volunteers. Behavior considered to be harassing includes but may not be limited to:
 - Unwelcome verbal or physical acts, such as offensive physical actions (e.g. obscene hand or finger gestures)

- written or spoken graphic communications, such as slurs or jokes
- any type of physical contact when the action is unwelcomed by the recipient
- any unwanted sexual attention of a persistent or offensive nature made by a person who knows, or reasonably should know, that such attention is unwanted.

Harassment due to an individual's race, color, gender, religion, national origin, age, disability, marital status, status as a veteran, or sexual orientation will not be tolerated.

Volunteers are prohibited from being under the influence of alcohol or marijuana and/or using, possessing, selling or otherwise being involved in illegal substances.

Volunteers and/or volunteer assignments may be terminated at any time without notice by the Library Director.