

**Bernardsville Public Library**  
**Volunteer Policy**  
*Revised November 15, 2011*

A volunteer is anyone who assists with the activities at Bernardsville Public Library without financial compensation.

Recruitment of volunteers is the responsibility of the Director. Volunteers work directly with library staff to receive training and complete projects. All volunteers will be assigned one primary staff member to guide them in their work; however, staff members may offer guidance to any of the volunteers.

Volunteers supplement the efforts of staff in providing quality service, encouraging people to become familiar with the library and its services, and supporting library fundraising activities. Volunteers supplement, not replace, the work of staff.

Illustrative examples of volunteer work include: shelving books, processing materials, helping prepare for programs, computer input, and maintenance of periodicals. Hours of volunteer service are determined by the supervisory staff member in discussion with the volunteer. Volunteers must arrive when scheduled or call the library if they will be absent. Except with prior approval, volunteer work must be completed within normal library hours. Volunteers must follow all library policies and procedures including those relating to the confidentiality of library records. Appendix A attached outlines policies regarding volunteers' use of computers at the library.

Nothing in this policy creates a contract between the volunteer and the library. Either the volunteer or the library can terminate their association at any time, for any reason, without any cause being stated.

The library provides no medical, health, accident or worker's compensation benefits for any volunteer.

Prior to volunteering, an applicant must meet with the Director or designee and complete an application for volunteer work. If the applicant is a minor, his or her parent or legal guardian must sign the application as well. The library may check background and will check references and has the right to decline anyone as a volunteer without cause or statement of reason.

Volunteers working with the Friends of the Bernardsville Public Library and members of the Friends working on Friends projects are volunteering for the Friends and not for the library. Volunteers working with the Bernardsville Library Foundation and members of the Foundation working on Foundation projects are volunteering for the Foundation and not for the library.

### **E-Mail, Voice Mail and Internet Usage Policy**

Access to e-mail, voice mail and the Internet has been provided to library volunteers for the benefit of the library and its patrons. Every volunteer accepts the responsibility to maintain and enhance the library's public image and to use all library computer systems in a productive manner for library business. To ensure that all volunteers are responsible, productive users and are protecting the library's public image, the following guidelines have been established for using these systems.

#### **Confidentiality, Privacy and Monitoring**

All library computer and phone systems, including e-mail, voice mail and internet connections, are the property of the library. All documents, information and data created, stored and/or copied to the library's computer and/or phone systems are the property of the library and may not be copied or in any form transmitted to any third party other than in the ordinary course of business on behalf of the library. Volunteers using the library's computer and phone systems are cautioned that e-mail, voice mail and internet systems do not provide complete confidentiality and library volunteers have no right to privacy when they use these systems. The library has the right to access, monitor and disclose the contents of any file or electronic or voice mail message composed, sent, received or viewed on library computer or phone systems for any business purpose, including but not limited to breaches of security, violations of library policy or other computer system or e-mail or voice mail misuse.

#### **Acceptable Uses of the Internet**

Volunteers accessing the Internet are representing the library. All communications should be for professional reasons. Volunteers are responsible for seeing that the Internet is used in an effective, ethical and lawful manner. Databases may be accessed for information as needed for library business. E-mail may be used for business contacts.

#### **Unacceptable Uses of the Internet**

The Internet should not be used for personal gain or advancement of individual views. Solicitation of non-library business or any use of the Internet for personal gain is strictly prohibited. Use of the Internet must not disrupt the operation of the library network or the networks of other users. It must not interfere with library productivity.

#### **E-Mail Communications**

All volunteers are responsible for the content of all text, audio or images that they place or send over the Internet. Fraudulent, harassing or obscene messages are prohibited. All messages communicated on the Internet should have the sender's name attached. No messages will be transmitted under an assumed name. Users may not attempt to obscure the origin of any message. A generic signature of name, title, and contact number should be included in your e-mail communications. Information published on the Internet should not violate or infringe upon the rights of others. No abusive, profane or offensive language may be transmitted through the system. Volunteers are prohibited from expressing personal opinions through use of the library's Internet names and connections.

Notwithstanding the library's right to read and retrieve any electronic mail messages, such messages should be treated as confidential by other volunteers and employees and accessed only by the intended recipient. Volunteers are not authorized to retrieve or read any e-mail messages that are not sent to them. Any exception to this policy must receive prior approval from the Executive Director. Volunteers should not attempt to gain access to another volunteers' or employees' messages without the latter's permission. All computer passwords and login names must be submitted to the Executive Director. No codes may be used that are unknown to the library.

#### Security

All messages created, sent or retrieved over the Internet are the property of the library. The library reserves the right to access and monitor all messages and files on the computer or phone systems as deemed necessary and appropriate. The confidentiality of any messages should not be assumed. Even when a message is erased, it is possible to retrieve and read that message. Further, the use of passwords for security does not guarantee confidentiality. All communications, including text and images, can be disclosed to law enforcement or other third parties without prior consent of the sender or the receiver.

#### Harassment

Harassment of any kind is prohibited. No messages with derogatory or inflammatory remarks about an individual's personal characteristics, including protected categories, may be transmitted.

#### Violations

Violations of any guidelines listed above will be presented to the Executive Director and may result in disciplinary action up to and including termination. If necessary, the library will advise appropriate legal officials of any illegal violations.

#### **Workplace Documents and Other Products**

Any document or information created by volunteers on behalf of the library is the property of the library. All print information on library stationery is all considered to be the property of the library, no matter what the original intent of the information.