Volunteers for the H.J. Nugen Public Library help enhance the quality of services and programs offered by library staff. Our volunteer program is designed to further the relationship between the library and the community it serves and to complement the efforts of paid library staff.

**Recruitment and Selection:**

1. The library will actively recruit volunteers to support various aspects of library operations, including but not limited to shelving books, shelf reading, assisting with program prep, and assisting with executing programs.
2. Volunteer positions will be advertised through the library’s website, social media, and at the local school district.
3. Interested individuals will be required to complete a volunteer application form, which includes personal information, availability, skills, and parental consent (if a minor). In addition to the application, applicants must complete the Volunteer Release and Waiver of Liability Agreement and Photo Release.
4. Applicants must be incoming 9th graders or older to apply. Applicants less than 18 years of age must include a signature from a parent or guardian with their application and waiver.
5. Volunteers may be released from the program at the discretion of the Library Director.

**Training:**

1. Volunteers will receive basic training to familiarize them with the library’s policies, procedures, and expectations.
2. Training will be provided by library staff members and will cover topics such as customer service, confidentiality, shelving techniques, and safety protocols.
3. Ongoing training opportunities will be provided to volunteers to enhance their skills and knowledge as needed.

**Roles and Responsibilities:**

1. Volunteers are placed in positions best suited to their skills, interests, and availability, as determined by library staff. Selection is based on the needs of the library.
2. Volunteers are expected to adhere to the library’s policies, including those related to confidentiality, customer service, and safety.
3. Volunteers will maintain professionalism and respect towards library patrons, staff members, and fellow volunteers at all times.
4. Volunteers are encouraged to communicate any concerns, questions, or suggestions to library staff members in a timely manner.
5. Volunteers may be reassigned to different projects or responsibilities based on the changing needs of the library.
6. Volunteers will provide their assigned staff coordinator with advanced notice of absence, leave, or tardiness at least 1 hour prior to their assigned shift.

**Supervision and Support:**

1. Volunteers will be supervised by library staff who will provide guidance, feedback, and support as needed.
2. Library staff will be available to answer questions, address concerns, and provide assistance to volunteers during their shifts.
3. Volunteers will have access to resources and materials necessary to perform their duties effectively.

**Recognition and Appreciation:**

1. The library will recognize the valuable contributions of volunteers through various means, including but not limited to appreciation events, certificates of appreciation, and public acknowledgement.
2. Volunteers may be eligible for incentives such as discounts on library programs or priority registration for library programs, depending on their level of participation.
3. The library will maintain a positive and inclusive environment that values the diverse talents, experiences, and contributions of all volunteers.