

# **Joseph T. Simpson Public Library**

## **Policy and Procedures Manual for Library Volunteers**

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# **Welcome!**

Dear Library Volunteer:

It is a special pleasure for me to take this opportunity to welcome you. Your generous gifts to the Library of your time, energy, special skills, and concern are deeply appreciated.

Your help as a volunteer allows the library to provide a higher level of library services to the citizens of your community than financial circumstances would otherwise allow. Yours is a significant contribution to the quality of life in Mechanicsburg.

Public libraries are truly for the people. They are a unique community resource available to everyone for information, learning, and pleasure. You are helping us open our doors wider and extend our services further. Most importantly, you help us directly in the work, which you provide for us. However, you also benefit the library in an indirect way. The passion for and knowledge of the library that you carry into the community on our behalf are invaluable.

For all of these splendid gifts, I thank you.

Sue Erdman, Executive Director

## **Volunteer Services**

The Volunteer Services Department is maintained to develop and coordinate ongoing programs for library volunteers. All individuals or groups performing volunteer services at the Joseph T. Simpson Public Library must be coordinated through the Volunteer Services Coordinator (with the exception of the Library Board of Trustees and the Friends Board of Directors.) Library staff requiring volunteer assistance for a special project must present their requests to the Volunteer Services Coordinator who will organize volunteers to complete the project.

## **Role of the Volunteer Services Coordinator**

The Volunteer Services Coordinator provides overall direction for the library's volunteer program. Simpson Library has a designated Volunteer Services Coordinator whose responsibility is to work with staff to develop and maintain volunteer job descriptions, training, supervision, and a supportive climate for volunteers in the library.

## **Our Mission**

Joseph T. Simpson Public Library is a community center for learning and leisure.

To carry out this mission, the library utilizes volunteers in a variety of areas. Volunteers assist the staff in their efforts to meet community needs. A volunteer does not replace paid staff, but aids them in various departments, thus enhancing library services.

## **Job Descriptions**

Job descriptions establish guidelines for each volunteer position. No job description shall be construed in any way as forming any part of a contract between the library and the volunteer. All volunteer job descriptions are subject to change and are available in the Volunteer Services Coordinator's office. Volunteers will be given a copy of their volunteer job description.

## **Becoming a Volunteer**

A volunteer applicant must be at least 13 years of age. Parental permission is required for volunteers under age 18.

We base placement of applicants for volunteer services on where there is a need, the skills required for the job and the applicant's ability to meet the qualifications.

To become a volunteer you must:

1. Complete and return the Volunteer Application form to the Volunteer Services Coordinator
2. Complete a brief in-person interview
3. Accept the volunteer job position opening that is offered
4. Read the Volunteer Services Policy and Procedure Manual and sign the acknowledgment form indicating receipt and understanding of the manual.
5. Successfully complete training with the Volunteer Services Coordinator
6. Successfully complete and submit the required background clearances

Volunteers will receive an orientation including a tour of the building and introduction to library staff as well as job orientation and training relative to specific volunteer assignment.

Volunteers will be assigned a specific volunteer job but the Volunteer Services Coordinator reserves the right to move volunteers as needed. Volunteers also have the right to request a change if the position is not a good fit for the volunteer.

## **Background Clearances**

To comply with Pennsylvania Law HB1276 (or Act 15 of 2015), all volunteers age 18 or older are required to submit background clearances prior to volunteering.

Volunteers must submit a Pennsylvania Criminal History Clearance, a Pennsylvania Child Abuse Clearance, and an FBI fingerprint report. If you have been a resident of Pennsylvania for 10 years, you may sign a waiver instead of submitting a fingerprint report. If you already have these clearances for employment or another volunteer position, you can submit copies to the Volunteer Services Coordinator, provided they were attained within the last three years. Instructions for how to apply for these clearances are available at <http://keepkidssafe.pa.gov> or from the Volunteer Services Coordinator.

## **Volunteer Rights and Responsibilities**

**As a volunteer it is your responsibility to:**

1. Accept a volunteer position that is suitable to your skills and ability.
2. Fulfill your assignment as agreed upon or notify Volunteer Services Coordinator that you are unable to do so.
3. Ask for a change in job position if it is too demanding or not meeting your expectations.
4. Be on time for your assigned shift and complete your shift unless told otherwise by staff. Most shifts are in two-hour increments.
5. Contact the Volunteer Services Coordinator at the library if you are sick, on vacation, or unavailable due to an emergency as soon as possible so a substitute can be found.
6. Use time wisely. Be mindful about the other workers around you.
7. Dress appropriately and be well groomed.
8. Be considerate and respectful toward the staff and other volunteers.
9. Sign in and out and accurately record the total hours you have worked on your time sheet.
10. Adhere to library rules and procedures.
11. Contact the Volunteer Services Coordinator if you would like to stop volunteering or adjust your schedule.
12. Perform the duties that have been assigned to you to the best of your abilities.
13. Volunteers who are charged with any criminal activity other than a summary offense must report this to the Volunteer Services Coordinator within 72 hours of being charged. A summary offense is any minor crime, initially heard and decided by a district justice. For more information, see Discipline or Dismissal section.

## **The Library has the responsibility to:**

1. Use your skills to extend services so more can be done.
2. Define jobs that are meaningful to you and commensurate with your abilities.
3. Give you the same careful attention as a paid employee and assign you a staff coordinator.
4. Provide orientation and training to increase your skills.
5. Give you the same courtesy as is given to library staff.
6. Provide appropriate informational mail and updates on new procedures.

## **The Library has the right to:**

1. Decline acceptance of a prospective volunteer if the person seems unsuitable for the position.
2. Release a volunteer who is unacceptable or whose skills do not fill a need in the library.
3. Address inappropriate or disruptive behavior.

## **Court Appointed Community Service**

The library does not accept applicants who need court appointed community service hours.

## **Confidential Information**

Library customers have a right of privacy and confidentiality regarding the collection of personal information and the use they make of the library facilities, the types of materials they borrow and websites that they visit. We have an obligation to our customers to maintain their confidentiality and respect their privacy. As you work with the staff, you may be exposed to information of a confidential nature. Such information is not to be shared with anyone else including family, friends or acquaintances. No one is permitted to remove or make copies of any records, reports or documents. Noncompliance will be subject to dismissal and/or possible legal action.

## **Volunteer / Staff Relationship**

Volunteers assist in the daily operations as well as special projects of the library. They work under staff direction and supervision and are trained to perform the tasks assigned.

Proper use of work time is expected of all staff and volunteers. Volunteers and staff share the responsibility of good communication.

## **Attendance**

Once accepted and placed in a volunteer assignment, it is important that volunteers report for duty on time as scheduled. If you are not able to work your assigned shift, please inform the Volunteer Services Coordinator or Reference Librarian as soon as possible.

## **Time Sheet**

A volunteer time sheet is kept in the main workroom on a clipboard and on a bulletin board in the children's library. Volunteers must sign in each time they work listing the date, number of hours worked, and their name.

The time sheets are collected at the end of every month. The times recorded on the volunteer time sheets are used to report statistics concerning the volunteer program.

## **Volunteer Appearance / Dress Code**

Each volunteer is a reflection of the library. Volunteers are expected to be neat and clean. They are allowed to wear jeans. Volunteers must refrain from wearing the following apparel when they volunteer. The list below is not intended to serve as an all-inclusive list.

1. Torn or frayed clothing
2. Extreme form-fitting garments
3. Short shorts
4. Sheer clothing (without proper undergarments)
5. Sweat suits/warm-up suits, or sweat pants
6. Hats or head coverings not related to or required by a volunteer's religious practice
7. Flimsy, foam, beach-type sandals
8. T-shirts or other attire that promotes political causes, campaigns, issues, or contains profanity

Remember, you represent the library and in the eyes of patrons you are considered staff. The library reserves the right to send volunteers home who are not dressed appropriately.

## **Name Badges**

Volunteers wear name badges while volunteering at the Library. The badge informs customers and staff that you are a volunteer. Name badges are located in the workroom on the main level or in the children's library.

## **Parking**

Volunteers may park their vehicles in the library parking lot on the left side of the building while they are at the library.

## **Personal Belongings**

The library assumes no liability for personal items that are lost, damaged, or stolen. It is not advisable to bring valuables to the library. Lockers are available for your personal belongings. These lockers are intended for daily use and not for permanent use by one volunteer.

## **Food and Drinks**

Food and drinks with lids are permitted in the library but not around the computers. A vending machine for snacks and beverages is available in the main level stairwell. Trash must be disposed of properly.

## **Tobacco-Free Facility**

The library is a tobacco-free facility, which is defined as including the building, grounds, and the parking lot. Smoking, including vaping with e-cigarettes, or other use of tobacco products in any form, including but not limited to pipes, cigars or cigarettes, and smokeless tobacco is prohibited.

## **Library Telephone**

Personal use of library telephones must be kept to a minimum. When making or receiving personal calls of a non-emergency nature, conversations must be kept brief and taken in non-public areas. Volunteers may not use library telephones for personal toll calls. Making and receiving calls on personal cell phones must be taken in the workroom or another area that is not public.

## **Fire and Evacuation Plan**

During your orientation and tour of the building you will be shown all of the exits, the locations of the fire extinguishers, and the emergency evacuation maps that are posted throughout the library. If a fire alarm sounds, everyone leaves the building without question. There are specific considerations to keep in mind:

1. Follow the lead of the staff.
2. Remain calm.
3. Do not use the elevator.
4. Exit the library and go to the designated gathering place in the parking lot until the all clear is given.

## **Fine Free Benefit**

Volunteers must check out library materials according to borrowing procedures. Materials that are removed from the library without being checked out will be considered stolen and subject to prosecution.

As a way to thank volunteers for their work, they do not have to pay fines on overdue materials while they are actively volunteering at the library. Fines accumulated prior to volunteering will not be waived. If a volunteer abuses the fine free status, it will be discontinued.

Volunteers must pay all fees for lost or damaged materials.

## **Changes in Personal Information**

Volunteers must provide the Volunteer Services Coordinator with current contact information including name, address, phone, and email as well as the name and phone number of a person to contact in case of an emergency. Please notify the Volunteer Services Coordinator of any changes with your contact information.

## **Employment at the Library**

The volunteer's agreement to donate services to the library is made through the Volunteer Services Coordinator and is accepted without consideration of compensation or future employment.

If a volunteer would like to apply for a paid position, their previous experience, as a volunteer will be considered.



## **Safety**

The safety of volunteers and staff at the library is important. While working at the library, volunteers suffering an incident/injury must report it immediately to the Volunteer Services Coordinator or the Reference Librarian who will document the incident or injury. In addition, volunteers must:

- Report defective or broken equipment immediately to your supervisor.
- Familiarize yourself with your service area and the location of exits and fire extinguishers.
- Report any safety issues or concerns immediately.

## **How to Do a Good Job**

1. Be friendly.
2. Introduce yourself to your coworkers.
3. Accept direction and supervision.
4. Recognize that you are an important helper! You are a support person who offers assistance and enrichment with your personal skills and competence.
5. Do not handle personal or professional business, including homework, while volunteering.
6. Do not bring friends or relatives with you for your volunteer assignment.
7. Listen attentively to all instructions and carry them out carefully. All tasks are important, no matter how small. When in doubt, ask questions.
8. Always demonstrate excellent customer service and conduct yourself in a professional manner.
9. Be reliable and consistent. Absences must be reported to the Volunteer Services Coordinator or the Reference Librarian. Repeated absences can result in the termination of a volunteer.
10. Remain in your assigned area for your assigned time, unless directed otherwise.
11. Politely refer people who ask you questions to which you do not know the answer to the Reference Librarian.

## **Sexual Harassment**

Sexual harassment is strictly prohibited by all volunteers, staff, supervisors, and members of management. Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of sexual nature when such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

Sexual harassment may include a range of subtle or not-so-subtle behaviors and may involve individuals of the same or different gender. Depending on the circumstances, these behaviors may include, but are not limited to:

1. Unwanted sexual advances or requests for sexual favors
2. Sexual jokes and innuendoes
3. Verbal abuse of a sexual nature
4. Commentary about an individual's body, sexual prowess or deficiencies
5. Leering, whistling, or touching
6. Insulting or obscene comments or gestures
7. Display in the workplace of sexually suggestive objects or pictures
8. Other physical, verbal, or visual conduct of a sexual nature

This conduct is prohibited in the workplace and in any work-related setting whether or not the incidents occur during working hours. The library takes sexual harassment very seriously. If a volunteer believes they have experienced any of the above situations they must report it immediately to the Volunteer Services Coordinator or the Reference Librarian and the reported sexual harassment will be investigated.

## **Discipline or Dismissal**

To ensure continuous and successful operation of the library and the volunteer program, and to minimize disruptions and conduct that interferes with the functioning of the library; certain rules and policies have been adopted by the library or the library system. Infraction of these rules will be considered just cause for disciplinary action, including dismissal as a volunteer.

When a volunteer's performance is questioned it will be necessary to have a discussion and/or investigation with the volunteer about performance issues, unsatisfactory behavior, or violation of library policies and procedures.

Depending on the situation, certain options may include but are not limited to:

1. Specific improvements may be agreed upon
2. Additional training may be necessary
3. Reassignment
4. Resignation
5. Dismissal

The following is the basis of disciplinary action and dismissal after warning. Under these situations, a volunteer will not be discharged without first having been notified that a repetition of the offense will make him or her liable to dismissal:

1. Inability to perform job duties
2. Failure to conduct oneself toward customers, staff and fellow volunteers in a positive manner.
3. Falsifying volunteer time records
4. Improper dress
5. Failure to carry out instructions of the staff
6. Violation of the Tobacco-Free Facility Policy

The following shall be the basis of dismissal without notice. This list includes but is not limited to:

1. Being charged with a violation of the criminal code that is greater than a summary offense. A summary offense is any minor crime, initially heard and decided by a district justice. Many violations of the Motor Vehicle Code, such as speeding, illegal parking and going through a red light, are summary offenses. However, driving under the influence of alcohol or drugs is not a summary offense; it is a misdemeanor, which is a more serious crime. Non-traffic summary offenses include but are not limited to disorderly conduct, underage drinking, harassment, criminal mischief, and first offense shoplifting
2. Breach of confidentiality and/or falsifying any library record
3. Insubordination, including, but not limited to, refusal or failure to perform work duly assigned and/or use of profane or abusive language toward fellow volunteers, staff or customers
4. Willful or gross negligence in care and use of library property.
5. Sexual harassment

## **Complaint or Problem Resolution**

When volunteers have a complaint and/or problem the following procedure will be followed:

1. Any volunteer with a complaint must first discuss it fully with the Volunteer Services Coordinator. Should they not reach an agreement on the matter; a meeting shall be called with the Executive Director.
2. A meeting will be held as soon as possible to resolve the problem. A record of these proceedings shall be kept by the Volunteer Services Coordinator in the volunteer's file.

Exceptions to this procedure may be made when the complaint or problem involves the Volunteer Services Coordinator. In this instance, the volunteer may directly contact the Executive Director.

## Public Relations & News Media

The community's perceptions of the Simpson Library's programs and services are based not only upon the service the library provides to its customers, but also the reports that appear in the newspaper, on radio or television news, on the Internet, and on social media.

The Executive Director or designee is the designated spokesperson for Simpson Library's programs and services, finances, plans, etc. The President of the Simpson Library Board of Trustees or his/her designee shall be the board's sole spokesperson for Simpson Library board actions or matters of local policy.

## Resigning from Volunteer Service

When a volunteer chooses to resign, it is expected and appreciated that as much advance notice as possible be given. Volunteers who resign from the program are asked to fill out an Exit Evaluation. This evaluation asks for comments about the strengths and limitations of the library's volunteer program. The honest completion of this evaluation will assist the Volunteer Services Coordinator in revising and improving the program.

## Holidays

The library is closed on the following holidays:

New Year's Day	Labor Day
Easter Sunday	Thanksgiving Day
Mother's Day	
Memorial Day	Christmas Eve Day and Christmas Day
Jubilee Day	
Independence Day	

The library closes at 5 pm on Thanksgiving Eve and New Year's Eve.

## Library Hours

Monday through Thursday 10 a.m. to 9 p.m.  
Friday 10 a.m. to 5 p.m.  
Saturday (Sept.-June) 10 a.m. to 5 p.m.  
Saturday (July-Aug.) 10 a.m. to 2 p.m.  
Sunday (Sept.-May) 1 p.m. to 5 p.m.  
Sunday (Summer) Closed  
(Memorial Day weekend through Labor Day Weekend)

## **Inclement Weather / Weather Closings**

If you are scheduled to work and it is a day when we are experiencing severe weather, please check the local television stations or their websites to see if the library is listed as being closed. We also post this information on our website at [simpsonlibrary.org](http://simpsonlibrary.org), and on our Facebook page at [www.facebook.com/simpsonlibrary](http://www.facebook.com/simpsonlibrary).

## **Library Staff Contact Information**

The office phone number that is answered from 8 am to 10 am prior to the library's opening is 717-766-6391. This line is not connected to voicemail.

If calling to report your absence, ask for the Volunteer Services Coordinator and if he or she is not working that day, ask to speak to the reference librarian.

If emailing to report your absence, please email to BOTH of the following email addresses:

Ilse Kryemadhi, Volunteer Services Coordinator  
717-766-0171, ext. 229 – [ikryemadhi@ccpa.net](mailto:ikryemadhi@ccpa.net)

Reference Department Email – [simpson@cumberlandcountylibraries.org](mailto:simpson@cumberlandcountylibraries.org)

## **HAVE FUN! (Volunteer Satisfaction)**

The satisfaction of our volunteers is important to us. Volunteers are encouraged to contact the Volunteer Services Coordinator with any suggestions, comments, or questions of concern to them. Please feel free to let your supervisor or the Volunteer Services Coordinator know if you are having any difficulties. If the position you've been matched with is not meeting your expectations please let your supervisor know. There may be another volunteer position that would suit you better. The Volunteer Services Coordinator can be contacted at 766-0171, ext. 229. We hope you enjoy your volunteer experience.

# Standards for Excellence

The Joseph T. Simpson Public Library has Standards for Excellence accreditation from the Pennsylvania Association of Nonprofit Organizations (PANO). These standards are intended to describe how the most well managed and responsibly governed organizations should and do operate. They provide benchmarks to determine how well an organization is fulfilling its obligations to those who benefit from its programs, to contributors, and to the public. It is comprised of eight guiding principles that the Joseph T. Simpson Public Library endorses.

## **STANDARDS FOR EXCELLENCE - GUIDING PRINCIPLES 2.0**

### **I. MISSION, STRATEGY AND EVALUATION**

Guiding Principle: Nonprofits are founded for the public good and operate to accomplish a stated purpose through specific program activities. A nonprofit should have a well-defined mission, and its programs should effectively and efficiently work toward achieving that mission. Nonprofits have an obligation to ensure program effectiveness and to devote the resources of the organization to achieving its stated purpose.

### **II. LEADERSHIP: BOARD, STAFF AND VOLUNTEERS**

Guiding Principle: Nonprofits depend upon effective leadership to successfully enact their missions and programs. Effective leadership consists of a partnership between the board and management, each of which plays an essential role. Understanding and negotiating these shared and complex elements of leadership are essential to the organization's success.

A nonprofit's employees and volunteers are fundamental to its ability to achieve its mission. Board members are in a position of trust to ensure that resources are used to carry out the mission of the organization. An organization's board leadership should consist of volunteers who are committed to the mission and who demonstrate an understanding of the community served. An effective nonprofit board should determine the mission of the organization, establish management policies and procedures, assure that adequate human and financial resources are available, and actively monitor the organization's allocation of resources to effectively and efficiently fulfill its mission. For membership organizations, board members are directly responsible to the members.

Nonprofits should also have executive leadership which carries out the day-to-day operations of the organization, ensures financial and organizational sustainability, and provides adequate information to the board of directors. An organization's human resource policies should address both paid employees and volunteers and should be fair, establish clear expectations, and provide meaningful and effective performance evaluation.

### **III. LEGAL COMPLIANCE AND ETHICS**

Guiding Principle: Nonprofits enjoy the public's trust, and therefore must comply with a diverse array of legal and regulatory requirements. Organizations should conduct periodic reviews to address regulatory and fiduciary concerns. One of leadership's fundamental responsibilities is to ensure that the organization governs and operates in an ethical and legal manner. Fostering exemplary conduct is one of the most effective means of developing internal and external trust as well as preventing misconduct. Moreover, to honor the trust that the public has given them, nonprofits have an obligation to go beyond legal requirements and embrace the highest ethical practices.

Nonprofit board, staff, and volunteers must act in the best interest of the organization, rather than in furtherance of personal interests or the interests of third parties. A nonprofit should have policies in place, and should routinely and systematically implement those policies, to prevent actual, potential, or perceived conflicts of interest. Ethics and compliance reinforce each other.

### **IV. FINANCE AND OPERATIONS**

Guiding Principle: Nonprofits should have sound financial and operational systems in place and should ensure that accurate records are kept. The organization's financial and non-financial resources must be used in furtherance of tax-exempt purposes. Organizations should conduct periodic reviews to address accuracy and transparency of financial and operational reporting, and safeguards to protect the integrity of the reporting systems.

### **V. RESOURCE DEVELOPMENT**

Guiding Principle: The responsibility for resource development is shared by the board and staff. Nonprofit organizations depend on an array of sources of financial support. An organization's resource development program should be maintained on a foundation of truthfulness and responsible stewardship. Its resource development policies should be consistent with its mission, compatible with its organizational capacity, and respectful of the interests of donors, prospective donors, and others providing resources to the organization.

### **VI. PUBLIC AWARENESS, ENGAGEMENT AND ADVOCACY**

Guiding Principle: Nonprofits should represent the interests of the people they serve through public education and public policy advocacy, as well as by encouraging board members, staff, volunteers, and stakeholders to participate in the public affairs of the community. When appropriate to advance the organization's mission, nonprofits should engage in promoting public participation in community affairs and elections. As such, they should communicate in an effective manner to educate, inform, and engage the public.

# Volunteer Agreement

**As a new volunteer to the Joseph T. Simpson Public Library, or as a parent of a volunteer under the age of 18 years old, I (we) understand and agree to the following:**

1. I have read and understand the information in the Volunteer Manual, and agree to abide by the policies and procedures set forth in it.
2. I will complete the required background clearances.
3. I certify that I am capable of performing the duties set forth in my job description and know of no condition, which would preclude my performance of those duties.
4. I will maintain my commitment for at least 3 months of service as a library volunteer (unless an exception has been made in advance).
5. I will participate in orientation, training, and evaluation activities; perform my duties as specified by my supervisor and adhere to the work schedule agreed upon with my supervisor.
6. I will demonstrate professional behavior while volunteering and refer questions from the public to the Reference Librarian.
7. I will maintain frequent communication with my supervisor and notify my supervisor in advance of any absences.
8. I will notify the Volunteer Services Coordinator when I need to resign from my volunteer position.
9. I understand that failure to meet any of the responsibilities listed above may be cause for dismissal.

**Date\_\_\_\_\_ Volunteer Signature \_\_\_\_\_**

**For volunteers under 18 years old, a parent's signature is also required.**

As a parent of a volunteer who is under the age of 18 years old, I understand that once the library closes in the evening, library staff will not be available and the volunteer must leave the building. I understand that the safety of my child is my responsibility and release the library of any liability for a child left unattended.

**Date\_\_\_\_\_ Parent Signature \_\_\_\_\_**



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