



# Volunteer Handbook 2026

Adults 18+



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# Welcome!

Thank you for your interest in serving as a volunteer at the Charlotte Mecklenburg Library and we look forward to working with you to improve lives and build a stronger community. Volunteer participation makes a huge difference at the Library. With your help we can expand and enhance Library services in our community.

The Volunteer Handbook lists guidelines to follow and practical information you need to know when you volunteer at the Library. Please take time to read the handbook and become familiar with the details.

Please note:

- The Library cannot offer our volunteers a professional reference
- Not every volunteer candidate will align with our needs; not all candidates are accepted
- Everyone over 18 years old will require a background check and therefore, we will need your Social Security Number

## About the Library

The Charlotte Mecklenburg Library (the “Library”) is one of America’s leading urban public libraries, serving a community of more than one million citizens in Mecklenburg County, North Carolina. Through 20 locations, targeted outreach and online, the Library delivers exceptional services and programs, with a mission to improve lives and build a stronger community.

In short, we strive to be essential to our community. The Library values and promotes diversity, equity, and inclusion in all aspects of the services and programs it offers the community.

Since our founding in 1903, as an original Carnegie Library, our role as a provider of lifelong education in this community has never been more relevant. As stewards of the community’s trust and resources, we work hard every day to provide valuable experiences. Our patrons, staff, volunteers, and supporters inspire us each day to be an essential resource for our community.

## Mission

Improve lives and build a stronger community.

## Vision

The essential connector of a thriving community of readers, leaders and learners.

Together, we will build a Library system that not only meets the needs of today, but also anticipates the possibilities of tomorrow.

## Brand Promise

Accessible and welcoming to all, our public Library celebrates and supports the joy of reading and learning, fosters exploration, personal growth, and connects individuals to each other, the community, and the world. In short, we help people think, “I can.”

## Core Values

### Learning

We connect children, teens and adults with reading and information to expand curiosity, explore interests, and discover passions.

### Openness

We provide a friendly, helpful learning environment that supports free access to Library resources and the exchange of information.

### Respect

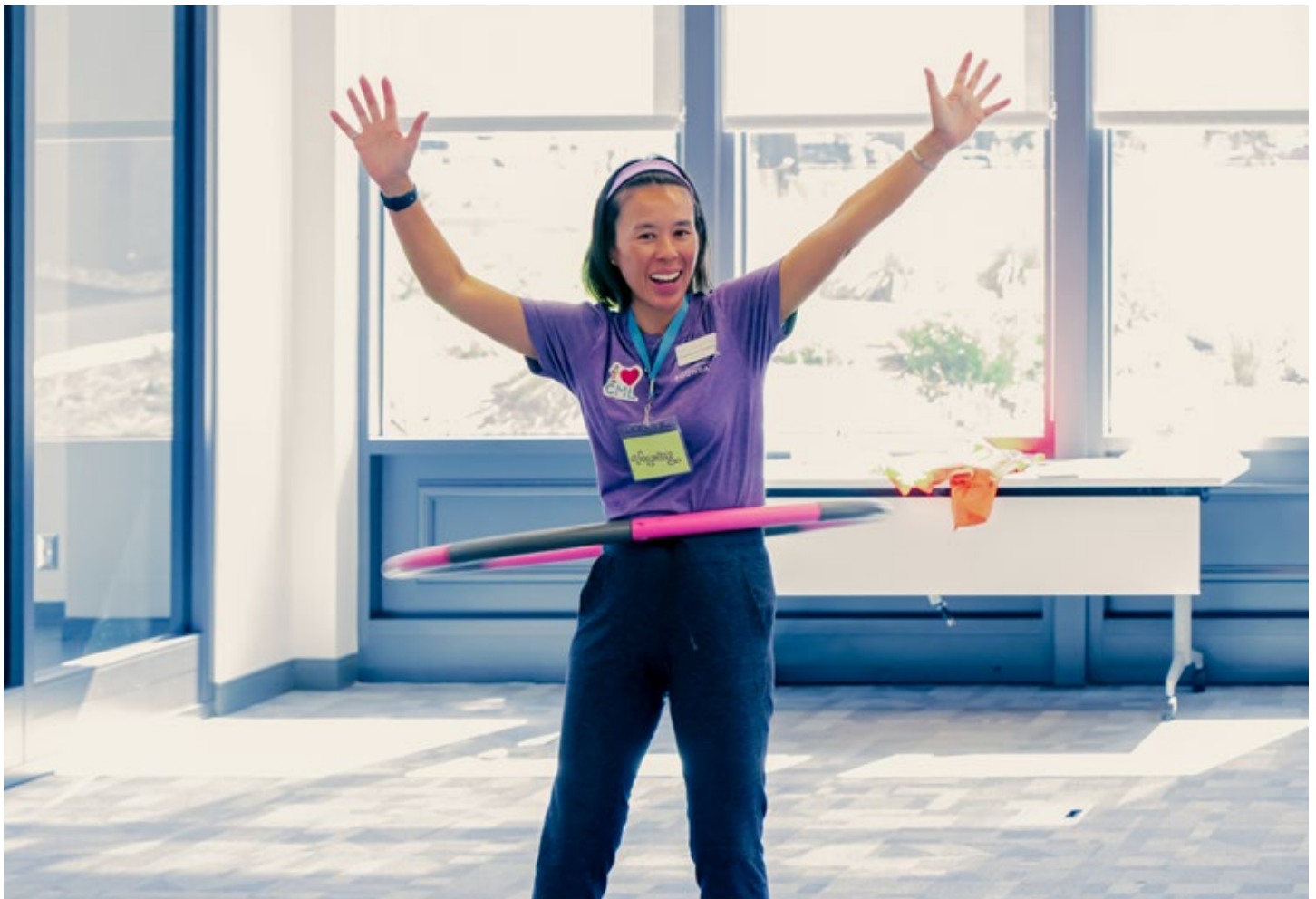
We act with integrity, deliver exceptional service, and earn the public’s trust as responsible stewards of its resources.

### Inclusion

We celebrate diversity, invite multiple points of view, and recognize the potential of every individual.

### Leadership

We embrace the Library’s role as community leader and empower staff to learn, innovate and lead.



# Volunteer Services

## Mission

The Library seeks to empower volunteers to use their talents in a way that brings them personal satisfaction and contributes toward providing the best public Library services.

Staff and volunteers partner as a team to implement the mission and vision of the Library. Together, our work builds a highly literate and educated community thus improving lives and building a stronger community.

## Philosophy

Volunteers are members of a team that is dedicated to offering skills and unique abilities. Volunteers are rewarded by learning new skills and helping the Library create a more educated and literate community.

We recognize our volunteers by ensuring that they are given opportunities that match their desires and skill sets, by organizing special events, and by offering sincere thanks and never wasting a volunteer's time.

## Volunteer Opportunities

Volunteers complete a variety of tasks in Library locations. Some examples are assisting with programs, Reading Buddies, Homework Help, technology tutoring, shelving materials, repairing books, helping with displays and decorations, greeting patrons, and assisting patrons in the computer areas.

## Volunteer Services Team

### Chauna Wall

**Volunteer Coordinator for adults 18 and over**

[cwall@cmlibrary.org](mailto:cwall@cmlibrary.org)

704-416-0711

### Holly Summers

**Senior Program Manager Teen Services (ages 13-18)**

[hsummer@cmlibrary.org](mailto:hsummer@cmlibrary.org)

704-416-4661

Contact volunteer services Monday-Friday with general questions about volunteering. Visit the following link and fill out the form with your questions:

[www.cmlibrary.org/contact-library/volunteer-services](http://www.cmlibrary.org/contact-library/volunteer-services).

For a list of Library locations seeking volunteers visit

[www.cmlibrary.org/volunteer](http://www.cmlibrary.org/volunteer).

All Library locations have a VPP and will make sure you have the training you need for your volunteer position, schedule your volunteer shifts and answer your questions.

Contact your VPP if you:

- will be late or not able to report to your shift
- need to make a scheduling change
- are no longer able to volunteer



# First Steps

## Adult Volunteers

The Library's volunteer web page [www.cmlibrary.org/volunteer](http://www.cmlibrary.org/volunteer) will list available opportunities and allow you to submit applications for open positions. You may also call your preferred location and ask for the VPP to start a conversation.

After you apply, you will be contacted to request a 30-minute interview. The next step is a background check which will require your social security number. Once the background check has cleared, volunteering can begin.

Your VPP or designated staff person will train you. Training usually occurs on the job or with a virtual training session.

Our staff can give a reference for educational purposes only and we can also verify your service hours. We cannot give a professional reference.

## Teen Volunteers (“VolunTeens”)

The Library accepts applications from teens (13-18) two times a year—April 15th and August 15th. To learn more, visit our website and enter the key word “VolunTeens,” contact Holly Summers or call your local branch and ask for a teen specialist.



# Intellectual Freedom Statement

Charlotte Mecklenburg Library is committed to protecting the First Amendment's guarantee of free and open access to information and ideas—a principle vital to our democracy and to each individual's search for knowledge. We seek to provide our diverse community with a comprehensive collection of materials and programs providing a wide range of knowledge and perspectives.



# Policies A-Z

## Access & Welcome

Each Library location will work with individual volunteers to establish a mutually agreeable schedule.

The Library values and promotes diversity, equity, and inclusion in all aspects of the services, programs and benefits it offers the community. We celebrate diversity, invite multiple points of view, and recognize the potential of every individual. Library provides a welcoming environment and access to all it has to offer for every member of the community.

## Active Status

An active volunteer is one who has provided at least three hours of volunteer services within a two-month period.

## Anti-Harassment

The Library is committed to maintaining a professional and productive work environment that is free from discrimination and in which employees and volunteers at all levels can devote their full attention and best efforts to their job duties. We take this commitment seriously. Discrimination, including harassment has no place in the Library, and people who engage in such conduct will be subject to corrective action. The Library does not authorize and will not tolerate any form of harassment based on the following factors: race, religion, color, national origin, ancestry, citizenship, sex, sexual orientation, gender, gender identity, gender expression, familial status, age, genetic information (including family medical history or genetic tests or services), political affiliation, physical or mental disability, pregnancy (including childbirth, or a medical condition related to pregnancy or childbirth), hair styles or texture, or protected military/veteran status, and any other status protected by federal, state, or local law (the "Protected Characteristics").

The Library prohibits harassment of any of its employees, applicants for employment, contingent resources, volunteers, patrons, patrons, or vendors. The harasser - may be a person's supervisor, a supervisor in another area, a co-worker, or even someone who is not a Library employee, like a volunteer, patron, patron, or vendor. Likewise, the one being harassed may be an employee, applicant for employment, contingent resource,

volunteer, patron, patron, or vendor. Prohibited conduct includes but is not limited to conduct on Library property, in Library vehicles, on Library communication systems, during Library sponsored events, and in connection with Library business.

Within this policy, the definition of "harassment" includes but is not limited to offensive language, jokes, or other physical, verbal, written, or pictorial conduct relating to the an individual based on a Protected Characteristics that would make a reasonable person experiencing such behavior feel uncomfortable or would interfere with the person's work performance.

The prohibited conduct described above, and the examples of discrimination and harassment included below are just that – examples. It is impossible to list every type of behavior that can be considered harassment in violation of this policy. In general, any conduct based on these traits that could interfere with an individual's work performance or could create an offensive environment will be considered harassment in violation of this policy. **This policy is broader than the legal standards and may be violated even if the offending individual did not mean to be offensive or believed their conduct to be welcome. It is essential that volunteers be sensitive to the feelings of others.**

## Sexual Harassment

Sex discrimination involves treating someone unfavorably because of that person's sex, including the person's sexual orientation, gender, gender identity, gender expression, or pregnancy, childbirth, or a medical condition related to pregnancy or childbirth.

Harassment can include "sexual harassment" such as unwelcome sexual advances, requests for sexual favors, and other verbal or physical harassment of a sexual nature. Harassment does not have to be of a sexual nature, however, and can include offensive remarks about a person's sex, including the person's sexual orientation, gender, gender identity, gender expression, pregnancy, childbirth, or a medical condition related to pregnancy or childbirth.

Both the victim and the harasser may be any sex, and the victim and harasser may be the same sex or a different sex. The harasser can be the victim's supervisor, a supervisor in another area, a co-worker, a subordinate, or someone who is not a Library employee,

such as a contingent resources, volunteer, patrons, patrons, or vendors.

Sexual harassment (whether opposite-sex or same-sex or based on sexual orientation or identity) is strictly prohibited.

### Race/Color Discrimination/Harassment

Race discrimination involves treating someone unfavorably because they are of a certain race, because of personal characteristics associated with race (such as hair texture, skin color, or certain facial features), or on the basis of a condition which predominantly affects one race unless the practice is job related and consistent with business necessity. Color discrimination involves treating someone unfavorably because of skin color complexion.

Race/color discrimination also can involve treating someone unfavorably because the person is married to (or associated with) a person of a certain race or color.

Discrimination can occur between people of the same race or color.

The harasser can be the victim's supervisor, a supervisor in another area, a co-worker, a subordinate, or someone who is not a Library employee, such as a contingent resources, volunteers, patrons, patrons, or vendors.

Harassment can include, for example, racial slurs, offensive or derogatory remarks about a person's race or color, or the display of racially-offensive symbols.

### National Origin Discrimination/Harassment

National origin discrimination involves treating people unfavorably because they are from a particular country or part of the world, because of ethnicity or accent, or because they appear to be of a certain ethnic background (even if they are not).

National origin discrimination also can involve treating people unfavorably because they are married to (or associated with) a person of a certain national origin.

Discrimination can occur between people of the same national origin.

The harasser can be the victim's supervisor, a supervisor in another area, a co-worker, a subordinate, or someone who is not a Library employee, such as a contingent resources, volunteers, patrons, patrons, or vendors.

Harassment can include, for example, offensive or

derogatory remarks about a person's national origin, accent, or ethnicity.

### Religious Discrimination/Harassment

Religious discrimination involves treating a person unfavorably because of their religious beliefs (or non-beliefs) - not only people who belong to traditional, organized religions, such as Buddhism, Christianity, Hinduism, Islam, and Judaism, but also others who have sincerely held religious, ethical, or moral beliefs.

Religious discrimination can also involve treating someone differently because that person is married to (or associated with) an individual of a particular religion.

The harasser can be the victim's supervisor, a supervisor in another area, a co-worker, a subordinate, or someone who is not a Library employee, such as a contingent resources, volunteers, patrons, patrons, or vendors.

Harassment can include, for example, offensive remarks about a person's religious beliefs, non-beliefs, or religious practices.

### Other Forms of Harassment

Harassment on the basis of any Protected Characteristic also is strictly prohibited.

### Attendance

Each Library location will work with individual volunteers to establish a mutually agreeable schedule.

Volunteers are expected to abide by their schedule and to notify their direct supervisor in the event of a change. Missing the first day or two back-to-back shifts or habitually missing your scheduled shift without adequate advanced notification is grounds for discontinuing a volunteer's service. **Advance notification of vacations and other time you will miss your shift is appreciated.**

### Bullying

The Library does not tolerate abusive conduct, bullying, or other intimidating or aggressive behavior by employees or between employees and nonemployees, patrons, vendors, applicants for employment, or whether it is based on a protected category. If a volunteer is found to be mistreating their colleagues, we will take appropriate action to stop the behavior. If you would like to report behavior that you believe is bullying, you may use the same reporting procedures outlined above.

## Computer, E-mail and Internet Usage

Library technology is intended for Library business use. The Library reserves the right to monitor your use and access the content of these services.

This includes computers, computer files, the email system, software furnished to volunteers, and the equipment, services, and technology provided to access the internet. At no time may you use computers, email system, or the internet in ways that violate the Anti-Harassment policy or are disruptive or offensive to others. Viewing pornographic or other offensive sites on Library computers, including Library- issued iPads, phones, laptop computers or personal devices while on Library premises or in Library vehicles is prohibited.

## Court Assigned Community Service

All court assigned volunteers should contact the Volunteer Manager for more information at **(704) 416 - 0711**. The Library can accept volunteers who have committed many offenses.

## Criminal Activity

Prior to volunteering all volunteers aged 18 and older must undergo a criminal history check. Any Charlotte Mecklenburg Library volunteer committing a criminal activity, which includes but is not limited to theft, vandalism, drug abuse, assault, making threatening statements, or carrying a concealed weapon on Library property while on or off duty will be dismissed. Appropriate authorities will be notified.

## Discontinuation of Volunteer Service

The Library has the right to refuse or discontinue the service of a volunteer. Active volunteers who violate any applicable Library policy or do not competently fulfill their volunteer tasks can be discontinued. The Library may also discontinue volunteer services for two "no shows" occur without notification to your supervisor or the VPP or if a volunteer doesn't show on the first scheduled day.

## Drug Free Workplace

The Library is committed to provide, within its means, a healthy, safe, and drug free work environment; to provide the best possible services to citizens; to maintain the public's confidence in its employees and volunteers; and to protect the Library from the

economic losses that can occur due to substance abuse. To meet these goals, Library policy is to:

- Assure that volunteers are not impaired in their ability to perform assigned duties in a safe, productive, and healthy manner;
- Create an environment free from the adverse effects of drug abuse and alcohol misuse; and
- Prohibit the unlawful manufacture, distribution, dispensing, possession, or use of controlled substances

The following conduct is expressly prohibited, and violations will result in discontinuation of volunteer services:

- Unauthorized use, consumption, possession, manufacture, distribution, dispensation or sale of alcohol, controlled substances, illegal drugs, or drug paraphernalia on Library premises, in Library supplied vehicles, or in any Library work area. Law enforcement officials shall be notified, as appropriate, where criminal activity is suspected
- Being under the influence of an unauthorized controlled substance, an illegal drug, or alcohol on Library premises, in Library supplied vehicles, or in any Library work area
- The use or possession of alcohol or illegal drugs off Library premises and while not on duty where such conduct could likely have a direct and material adverse impact on the Library's interests, including public image
- The conviction for the sale of or possession with intent to sell illegal drugs or controlled substances at any time or place

## Emergency Closing/Inclement Weather

At times, emergencies such as severe weather, fires, or power failures can disrupt Library operations. In extreme cases, these circumstances may require the closing of a work facility or branch. The decision to close or delay regular operations will be made by the Library's management. For safety reasons, volunteers should exercise good judgment in determining if they can travel safely to work. Regardless of whether the office remains open on an inclement weather day, it is each volunteer's decision to determine if they can safely travel to work.

Please call your location if there are any questions about hours. The inclement weather line is **(704) 416 - 0191**. The number for general information is **(704) 416 - 0100**.

## Future Employment

Volunteers seeking employment with the Library must follow the same application and screening steps as the public. If interested in working with the Library, please click [www.cmlibrary.org/about/work-library](http://www.cmlibrary.org/about/work-library).

## Reporting Harassment, Bullying, or Other Concerns

The Library cannot resolve matters that it does not know about. Every volunteer has a duty to immediately report harassment, bullying, or other concerns so that the Library can try to resolve the situation. You must report harassment or bullying when:

- You believe that you have been or are being harassed or bullied
- You believe that someone else has been or is being harassed or bullied

You may report such concerns one of the following:

- Volunteer Point Person (VPP)
- The branch manager
- Another manager

You are not required to report an alleged violation of this policy to the person who is the subject of the complaint. Incidents should be reported immediately. If for some reason that is not possible, reporting should occur as soon as possible after the time of the occurrence.

## Report Injuries

Report any injury that happens while you are volunteering to the branch Volunteer Point Person (VPP) immediately. This includes injuries not requiring medical treatment.

## Media

You should not respond to the media or its representatives regarding a Library issue without approval from Chief Marketing and Communications officer or the Chief Library Services Officer.

## No Retaliation Policy

The Library will not tolerate retaliation against any volunteer who:

- in good faith reports or provides information about suspected unethical or illegal activities including

fraud, discrimination, or possible violations of any Library policies;

- complains of or opposes an employment practice that the volunteer, in good faith, believes violates federal or state law or Library policy;
- files a charge, truthfully testifies, provides assistance, or participates, in good faith, in an investigation, proceeding, or hearing related to or arising from an allegedly unlawful employment practice
- files a charge, truthfully testifies, provides assistance, or participates, in good faith, in an investigation, proceeding, or hearing related to or arising from an allegedly unlawful employment practice

If you believe that you or someone else has been retaliated against, you must report it as soon as possible to the VPP.

## Right To Search

The Library reserves the right to conduct searches or inspections of Library vehicles; Library workspaces; other property owned, operated, or controlled by the Library; and property assigned to a volunteer and their personal belongings whenever a supervisor or manager has reasonable grounds for suspecting that the search will result in evidence of a violation of these policies. The VPP and at least one individual from an outside source or department will conduct the search. Any illegal object found will be turned over to law enforcement authorities.

## Safety Tips

You deserve to feel safe (physically and emotionally). You are not expected to handle any situation that feels unsafe to you. Please seek the assistance of a staff member or your VPP to help. Be aware. Know where your closest staff member, barriers and exits are. It's easier to know in advance than to find out during an emergency. Keep an ear out for things like yelling or items falling. Those things might be cues to leave the area, to seek help or an exit.

## Supported Volunteers and their Support Providers

Caregivers who accompany special needs volunteers are required to complete a volunteer application and criminal background check (if over the age of 18). This is in addition to an application for the individual seeking to volunteer. Hours for both will be counted as volunteer hours. Support providers must always be with their

client during their shift at a branch.

## Smoking

Smoking is not allowed inside any Library building. Library staff can direct you to designated smoking areas outside the building.

## Violence Prevention Policy Statement

The Library is committed to promoting and maintaining a workplace that is safe and free from violence for staff, volunteers, and patrons using Library facilities by strictly prohibiting workplace violence, outlining preventative measures, and educating staff on appropriate responses.

Acts of violent behavior including direct or indirect threats, intimidation, bullying, or similar acts, and/or coercion between or among employees in the workplace, or job-related contacts with residents or persons outside Library employment, such as volunteers, will not be tolerated. Volunteers are expected to refrain from fighting, "horseplay," or other conduct that may be threatening or dangerous to others.

### Scope and Audience

This policy applies to Library employees, contract and temporary workers, volunteers, and anyone else on property owned, operated, or controlled by the Library. Moreover, this also applies to off Library premises, where the perpetrator is someone who is acting as an employee or representative of the Library at the time, or where the victim is an employee who is exposed to workplace violence (as defined in this policy), or where there is a reasonable basis for believing that this violence may affect the safety of personnel within the workplace.

### Corrective Action and Criminal Prosecution

Anyone who exhibits violent behavior, makes threats, or otherwise violates this policy may be subject to criminal prosecution and employees, contract and temporary workers, volunteers will be subject to disciplinary action up to and including dismissal or termination of a contract or volunteer relationship.

### Definitions

For purposes of this policy, workplace violence is defined as a single behavioral act or series of behaviors which constitutes actual or potential assault, battery, harassment, intimidation, stalking, bullying (including cyberbullying), destruction or attempted destruction to

Library or personal property, threats or similar actions to Library or personal property, or any other behavior that creates reasonable fear or intimidation in response to others; which occurs while using Library resources, at a Library work location, or while an individual is engaged in Library business.

**Threat:** The expression of the intent to cause harm to property, or to cause mental or physical harm to persons, or engaging in behavior that causes a reasonable fear of such contact.

**Physical Attack:** Unwanted or hostile physical contact including, but not limited to, hitting, fighting, pushing, shoving, or throwing objects.

**Intimidation:** Includes, but not limited to, stalking, or engaging in actions reasonably perceived by the victim to menace, frighten, and/or coerce, or to be placed in reasonable fear for their safety.

**Bullying:** A pattern of repeated behavior that a reasonable person would find hostile, offensive, and unrelated to the Library's legitimate business interests. Bullying behavior may take many forms including physical, verbal, written or cyber acts or behaviors.

**Strictly Prohibited:** Neither the spirit nor intent of this policy shall be violated. Violations will result in corrective action up to and including dismissal of employment.

**Protection or Restraining Order:** An order by a court of competent jurisdiction that specifies and/or restricts the behavior or interaction of the perpetrator of domestic violence towards the victim of domestic violence.

**Domestic Violence:** Any act of violence prohibited by North Carolina law as defined by *G.S. 50B and G.S. 50C*. Domestic violence includes, but is not limited to: physical violence, injury, or intimidation; sexual violence or abuse; emotional and/or psychological intimidation; verbal abuse; threats; harassment; stalking. The Library recognizes that domestic violence may occur in relationships regardless of the marital status, age, race, socioeconomic status, religion, sex, gender, gender identity, gender expression, or sexual orientation.

**Sexual Harassment:** Any prohibited act as defined by law or contained in Library Policy. See the Library's Anti-Discrimination and Anti-Harassment and Policy.

**Stalking:** A course of conduct as defined by *G.S. 14-277.3A* directed at a specific person or persons that would cause a reasonable fear of intimidation, violence, or harassment.

**Library's Sr. Manager – Facilities:** The primary contact

person who has the authority to assume or delegate the duties required of this policy (see contact information in *REPORTING THREATS OR ACTS OF VIOLENCE* section).

**Threat Management Team:** Multi-disciplinary leadership team designated under this policy to receive, respond to, and resolve reports of problematic behavior.

### Reporting Threats or Acts Of Violence

Anyone who believes that they are a victim of threatening or violent conduct in the workplace or who observes such behavior or reasonably believes a credible threat of such behavior exists, should immediately report the conduct. Those who make such reports in good faith will be protected from any retaliatory actions. Volunteers are responsible for making this report regardless of the relationship between the individual who initiated the threat or threatening behavior and the person or persons who were threatened or were the focus of the threatening behavior.

- If an emergency exists and the situation is one of immediate danger, the individual should contact local police officials by dialing 911 when it is safe to do so and may take whatever emergency steps are available and appropriate to protect and defend himself/herself from immediate harm such as leaving the area or hiding
- If the situation is not one of immediate danger, the individual should report the incident to the Library Sr. Manager – Facilities Operations and their VPP

### Notice of Restraining Orders

Volunteers who have a signed court order against an individual due to acts of violence, and who would be in violation of the order by coming near them at the Library shall immediately supply a copy of the signed order to their VPP. The VPP shall provide copies to their assigned location's Branch Manager and Library Security Director.

### Report Concerning Behavior

Behavior or changes in an individual's behavior that might indicate a propensity for violent behavior should also be reported to VPP, their assigned location's Branch Manager, or Library Security Director.

Indicators of potentially violent behavior may include:

- Increasingly erratic, unsafe, or aggressive behaviors
- Hostile behavior based on claims of injustice or perceived wrongdoing
- Drug and alcohol abuse
- Claims of marginalization or distancing from friends and colleagues
- Changes in performance at work

- Sudden and dramatic changes in home life or in personality
- Financial difficulties
- Pending civil or criminal litigation
- Observable grievances and making statements of retribution
- Manifest signs of physical abuse
- Depression and/or withdrawal
- Severe mood swings and/or noticeably unstable or emotional responses
- Drastic changes in attitudes towards others
- Unsolicited comments about violence, firearms, and other dangerous weapons and violent crimes

Reports made under the policy will be treated with the highest degree of discretion and will be promptly investigated by the Library. The Library is committed to maintaining a non-retaliatory environment for those who make a good faith report under the policy.

### Communication During an Emergency

The following procedures shall apply in the event of an emergency situation:

- All communication with immediate relative(s) and other volunteers shall be handled by VPP or their designee
- All communications with the media shall be directed to and handled by Chief Marketing Officer

### Prohibited Possession and Use of Handguns and Weapons

Employees, contractors, volunteers, and visitors are prohibited from the possession of a firearm, with or without a concealed carry permit, or any other dangerous or deadly weapon on Library property or in Library owned or leased vehicles. Employees and contractors who are required to possess a weapon as a part of their job duties, are exempt from this provision if approved by the Library CEO. Moreover, sworn law enforcement officers are exempt from this provision if acting in an official law enforcement capacity.

Volunteers with a concealed handgun permit may, nevertheless, secure their handgun on Library property in a locked, private vehicle within a trunk, glove box, or other enclosed compartment or area within or on their private vehicle. While off-duty, volunteers with concealed handgun permits may carry their guns on Library property, as allowed by law, subject to the same restrictions as other members of the public.

For purposes of this policy, the terms, and provisions

of the Ordinance Prohibiting Deadly Weapons on Mecklenburg County Property shall apply to Library property. The Ordinance states:

*It shall be unlawful for any person while on county property to carry openly any gun, rifle, pistol, dynamite cartridge, bomb grenade, mine, powerful explosive, bowie knife, dirk, dagger, slingshot, leaded cane, switchblade knife. Blackjack, metallic knuckles, razor, shuriken, stun gun, or any other deadly weapon of any kind.*

## Volunteer Discontinuation

Volunteers who do not adhere to the policies and procedures of the program or this Volunteer Handbook, or who fail to satisfactorily perform their volunteer assignment are subject to discontinuation of their services. Typically, discontinuation is at the discretion of VPP, Volunteer Coordinator, or Branch Manager.

## Volunteer Expectations

### Library volunteers overseeing activities or programs WILL:

- Show respect for the rights, safety and welfare of program participants, patrons, volunteers, and Library employees
- Maintain a professional and respectful demeanor when engaging with program participants, patrons, volunteers and Library employees
- Document actions or conversations when a program participant has behavior issues and inform your VPP
- Report any violation of a Library policy or concerns about program participant or other's behavior immediately to your VPP
- Report any concerns about personal safety, harassment, discrimination, retaliation, bullying, or intimidation your VPP immediately

- Report any concerns about a patron, employee, volunteer, or program participant to your VPP immediately

### Library volunteers overseeing activities or programs WILL NOT:

- Use any racist, sexist, discriminatory, offensive, or culturally insensitive language including inappropriate slang
- Reveal personal information (i.e., Identification Number, Social Security Number, bank account information, etc.) about a patron gained during a Library program
- Behave in a way that frightens or demeans any program participant
- Accompany a patron into a restroom or assist them with personal care
- Invite program participant to their home or arrange to see them outside the set activity times in their role as a volunteer
- Transport a program participant in a vehicle
- Give program participant gifts or personal items
- Dispense medication or share personal medication with others
- Perform errands on behalf of program participants
- Solicit business during the Library program
- Use patrons' personal information for personal gain

### Volunteers working in an educational setting WILL NOT:

- Broker any agreements to provide services outside of the Library program
- Provide services (i.e., legal assistance, translation services, etc.) beyond the scope of the volunteer duties

# Thank you!

Thank you for contributing your time and talent to Library. We hope that your experience is positive, productive, safe, and fun! If you have questions about anything in this handbook, please don't hesitate to reach out to Volunteer Services or your Volunteer Point Person (VPP). Welcome aboard!

# Volunteer Acknowledgement

I have read, understand and agree to the responsibilities of being a volunteer as outlined in the Charlotte Mecklenburg Library Volunteer Handbook.

As a volunteer for the Charlotte Mecklenburg Library I, \_\_\_\_\_, have read, understand, and agree to the policies, procedures, and responsibilities of being a volunteer as outlined in the Charlotte Mecklenburg Library volunteer handbook and agree to abide by the following guidelines for confidentiality.

- I will not discuss a patron's Library account. If I have a concern or a question, I will bring it directly to the Volunteer Point Person (VPP)
- Should a Library patron voice a complaint, describe a conflict, or begin to discuss a problem with me, I will encourage that patron to discuss the issue with the Library staff. I understand that as a volunteer, I am neither asked, nor expected to, address patrons' individual concerns
- When participating in a Library work environment, or during conversations with Library staff, I may learn confidential information about the Library's patrons (such as problems with accounts, lost items, borrowing habits). I will treat all information as confidential. I will not discuss it with others
- I agree to maintain the highest level of discretion about confidential information, files or personal data on Library patrons and staff. At no time will I discuss confidential information, files or personal data with other volunteers or patrons

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Volunteer Name (please print)

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Branch Name

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Date and Year