Naples Library

Volunteer Handbook

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Welcome

Thank you so much for choosing to volunteer with the Naples Library. We are pleased to welcome you to our team of volunteers. Our belief is that volunteers are a vital part of achieving our goals in the community. It's our hope that you find your volunteer experience with us to be rewarding. To ensure a fulfilling experience, the enclosed packet will give you additional information about our organization and will include details about the roles and responsibilities of our volunteers. Should you have any questions, please feel free to contact me! Again, welcome, and thank you!

Sincerely,

Director

Allyson Makepeace

Library Information

- The Vision of the Naples Library is to inform, inspire, educate and entertain our community in an easily accessed, resource rich environment.
- The Mission of the Naples Library is to provide a wide variety of resources, technologies and programs in order to increase the knowledge of our community, satisfy curiosity and create new readers.
- The Core Values adopted by the Naples Library Board of Trustees include: Access, Equity, Intellectual Freedom, Privacy, Public Good. Refer to Bylaws for full description.

Staff Directory

Allyson Makepeace, Director
John Heinis, Collection Manager
Mora Mundt, Community Services Coordinator
Tina Newton, Support Staff

Library and the Community

The Naples Library is dedicated to collaborative, community work. We regularly network with as many local entities and people as possible, and are always open to new relationships. The Naples Library strives to be inclusive and intentional when planning events, programs, and more. As such, our relationships within the community are diverse, and reciprocal. We encourage community members to bring us their ideas and passions, as well as their needs. From those discussions, we identify and create supporting programming, resources, and services to be enjoyed by all.

Roles & Responsibilities of Volunteers

The library upholds the restrictions on using unpaid volunteers in non-profit organizations as outlined in New York State Labor Standards. When considering volunteers and volunteer responsibilities, the library will utilize unpaid volunteers to support the library's mission and goals through volunteering tasks. Additionally, unpaid volunteers will not be used to replace/augment paid staff or their activities, nor will unpaid volunteers be compensated for their efforts. For more information on these restrictions, see New York State Labor Standards Fact Sheet P 726.

Volunteer Opportunities at Naples Library:

Programming:

- **Experts in the Community:** If you have a skill or passion that you would like to share, we encourage you to approach us to share it in program format!
- **Program Preparation:** If you're looking for a more supportive role that doesn't put you in the spotlight, we welcome you to volunteer for program prep. This would include the preparation of various art and science programming for children, as well as adults. A Volunteer could also help to prepare meeting rooms for programming.
- **Programming Support** (seasonal): During Summer Library Program, some of our children's programming gathers large groups. A person volunteering in this position would assist at programming. Duties include but are not limited to: staging crafts, handing out programming supplies, helping with crafts, helping with clean up.

Services:

- **Shelving:** Community members are welcomed to volunteer by shelving books. A staff member will introduce you to the organization of library materials and protocol. Take your time to shelf various library offerings in a low-key, low-stress environment.
- **Technological Assistance:** Our community lacks access to local technological troubleshooting/assistance. As such, we receive many requests for technology support. If you have skills in this area, and also enjoy helping others, talk to us about how we could set up appointments with community members in need.
- **Gardening** (seasonal): Do you have a green thumb? Or even a gardening affinity? We would love some seasonal help with garden management and upkeep!
- **Nurture Nook: Community Care for Little Ones:** (Volunteers age 18 and up) Program attendance for grown ups with kids can be especially tricky. In an effort to make programming as accessible as possible, we would love to introduce a caretaking service, where a volunteer would supervise (maximum 6/person) children in the Children's Room for the duration of an Adult library program (~1 hr). Supplemental enrichment and literature would be provided to the volunteer, grown ups would stay in the building, and a Staff person will always be available if needed.

Aesthetic Upkeep

- Straightening shelved books
- Minor spot cleaning on shelves
- Arranging book displays and general aesthetic/decorations seasonally, with permission from staff
- Organizing the Children's Area

Communication/Outreach

- Restocking brochure table
- Monitoring public bulletin board
- Hanging/delivering promotional materials in various locations throughout the community

Friends of the Library Events

The Friends of the Naples Library are the Fundraising Organization that supports all library programs, and more! If you would like to volunteer for the Friends' Events or efforts, **please indicate so on the application**, and we will pass your information along to their organization. You will be notified of upcoming event opportunities.

Volunteer Policies

General Policies

Accident Procedures: If a volunteer witnesses an accident, they should notify a staff member immediately. Similarly, volunteers must immediately report any injuries while volunteering. The Volunteer Coordinator or on-desk staff member will provide an Incident Report Form (see below) to be completed immediately.

Applications: Anyone interested in becoming a volunteer with the Naples Library will be asked to complete a volunteer application (see below).

Background Checks: Additional screening procedures may be instituted for all volunteer applicants. These procedures may include background checks. Volunteers intending to work with children must complete a background check. If that background check is clear, it can be reimbursed by the library upon completion. Individuals who refuse permission to conduct these checks will not be accepted as library volunteers.

Becoming Employees (Volunteers): Should a volunteer decide to apply for a paid position at the library, they will go through the same hiring process as any other individual. If hired as a library employee, the individual will no longer be considered a volunteer at the library as staff members are ineligible to participate in the volunteer program.

Compensation: Library volunteers will not receive any compensation other than approved reimbursement for expenses as part of the conditions of work.

Dismissal of a Volunteer: We appreciate the skills and commitment volunteers bring to our library. However, volunteers who do not adhere to the rules and procedures of the library or who fail to safely and satisfactorily perform the duties assigned to them may be subject to dismissal. No volunteer will be terminated until the volunteer has had an opportunity to discuss the reasons for possible dismissal with the Library Director.

Equal opportunity: It is the policy of the library not to discriminate against any volunteer as described in the Naples Library Employee Handbook.

Interviews (Volunteer): Prospective volunteers may be interviewed by the Library Director to determine the applicant's qualifications, general availability, and preferred volunteer tasks.

Exit interviews: Exit interviews will be conducted with volunteers who are leaving their positions. The interview should ascertain why the volunteer is leaving the position, suggestions the volunteer may have about improving the position, and the possibility of involving the volunteer in some other capacity with the organization in the future.

Minors: Volunteers must be age 13 or older. Volunteers who have not reached the age of 18 need permission from a parent or legal guardian to apply. The volunteer activity that is assigned to a minor must be performed in a non-hazardous environment and comply with all appropriate requirements of child labor laws.

News Media Inquiries: No volunteer may give information concerning the library or any of its programs or patrons to the news media unless specifically authorized to do so by the Library Director. These inquiries should be referred to the Library Director.

Volunteer Orientation: All volunteers are required to attend a general orientation about the library and the library's volunteer program. Volunteers will be asked to attend an orientation before performing any duties.

Placement: When placing a volunteer in a position, the Library Director will consider the interests and capabilities of the volunteer as well as the current needs of the library. No placement shall be made unless the requirements of both the volunteer and the Library Director can be met.

Responsibilities (Staff and Volunteer): As outlined in New York State Labor Standards, volunteers may not "replace or augment paid staff to do the work of paid staff," nor "do anything but tasks traditionally reserved for volunteers." Therefore, volunteers are not permitted to do any duties outside of their assigned volunteer tasks. If asked to perform the work of paid staff, please report this to the Library Director immediately.

Safety Procedures: Each volunteer is expected to obey safety rules and exercise caution in all work activities. Immediately report any unsafe condition or hazardous situations that you observe to a staff member. If you are unsure how to do a job safely, ask the Library Director.

Conduct and Behavior Policies

Volunteers must adhere to the following policies for their own safety and the successful operation of the Naples Library.

Attendance: Volunteers and the Library Director will work together to determine a schedule that works for both parties. Volunteers are asked to contact the Library Director and provide as much notice as possible when unable to fulfill their commitment to serve as scheduled.

Confidentiality: Information, both verbal and written, regarding patrons, employees or volunteers is to be kept confidential at all times. Any volunteer who interacts with or becomes aware of confidential

information is required to maintain confidentiality. It is mandatory that all information be held in the strictest confidence, both within and outside of the library. If you have questions or concerns about specific information contact the Library Director. **Under no circumstances should a volunteer photograph children under the age of 18.**

Dress Code: Volunteers, like the staff, are considered representatives of the organization and are responsible for presenting a positive image to patrons and the community. Volunteers are to dress appropriately for the conditions and performance of their duties as well as inline with other dress code policies in place at the library.

Drug-Free Workplace: The possession, distribution or use of alcohol, marijuana or illegal drugs at the library or while volunteering at the library is forbidden.

Grievances: Volunteers are welcome to share any grievances they have concerning the Naples Library's staff, Board Members or other volunteers with full confidentiality. Whenever a volunteer has a job-related question, problem, or concern with the library, library staff, or patrons, they should discuss the issue with the Library Director.

Harassment: It is the policy of the library that it will not permit verbal or physical conduct by an employee or volunteer which harasses, disrupts or interferes with another's work performance or which creates an intimidating, offensive or hostile environment.

Library Policies: Along with the policies set in this handbook, library volunteers must also abide by all relevant library policies.

Rights (Volunteer): All volunteers have the right to be treated in a considerate and respectful manner that emphasizes human dignity. If at any time you feel disrespected, threatened, unsafe, or uncomfortable report the issue immediately to the Library Director, or appropriate party.

Smoking: The library grounds are smoke and vape free. This includes products related to smoking, chewing tobacco, snuff, vaping or smokeless tobacco. Smoking or vaping is prohibited when performing any volunteer tasks related to the library.

Solicitations: Volunteers are not to engage in any type of solicitation while serving the library, with the exception of library-sponsored programs. Any volunteer wishing to solicit funds or in-kind gifts on behalf of the library must receive prior approval from the Library Director.

Liability Protections

Federal Volunteer Protection Act

The Federal Volunteer Protection Act aims to promote volunteerism by limiting a volunteer's risk of tort liability when acting for nonprofit organizations or government entities.

Source: https://www.gpo.gov/fdsys/pkg/PLAW-105publ19/pdf/PLAW-105publ19.pdf

New York State Good Samaritan Law

Good Samaritan laws empower average citizens to help individuals in emergencies without fear of legal repercussions as long as they act in good faith to help the individual. New York State's Good Samaritan Laws protect individuals from lawsuits surrounding issues related to CPR, use of an automatic external defibrillator (AED), and calling 911 if experiencing or witnessing a drug overdose.

First Aid Kits are available at every program. Attendees are welcome to use these materials. If there is an emergency, please call 911 and the Library Director, and await instruction.

12 N.Y.C.R.R. § 143-3.12(c)(5)

"*Volunteer*. The term volunteer means a person who works for a non-profit-making institution under no contract of hire, express or implied, and with no promise of compensation, other than reimbursement for expenses as part of the conditions of work."

Source: https://labor.ny.gov/legal/laws/pdf/minimum-wage/Art-19-regs.pdf

Labor Law § 651(5)(f)

"...as a volunteer, learner or apprentice by a corporation, unincorporated association, community chest, fund or foundation organized and operated exclusively for religious, charitable or educational purposes, no part of the net earnings of which inures to the benefit of any private shareholder or individual;..."

Source: https://codes.findlaw.com/ny/labor-law/lab-sect-651.html

New York State Labor Standards Fact Sheet 726

A person may do volunteer work in a not-for-profit organization, if that organization is set up and operates strictly for charitable, educational or religious purposes." The Fact Sheet goes on to list restrictions applicable to volunteer positions. Other organizations may not use unpaid volunteers.

Restrictions

Unpaid volunteers may not:

- Replace or augment paid staff to do the work of paid staff
- Do anything but tasks traditionally reserved for volunteers
- Be required to work certain hours
- Be required to perform duties involuntarily
- Be under any contract to hire
    - by any other person or business
    - express or implied
- Be paid for their services (except reimbursement for expenses)

A person who is a paid employee of such an organization may volunteer for that organization. However, the type of work they do as a volunteer must be completely different from the type of work they do as an employee. *Source: https://labor.ny.gov/formsdocs/factsheets/pdfs/p726.pdf*

Incident Report

To be completed as soon as possible after an incident.

GENERAL INFORMATION
Date of Incident:_____ Reported by:_____ Witnesses in building: _____ Contact Information:_____ _____

ACCIDENT DESCRIPTION
Location:_____

Reviewed by:_____

Date Reviewed:_____

DETERMINATION

PLAN OF CORRECTIVE ACTION
Date: _____ Resolution Satisfactory? _____ _____ _____

Volunteer Application

Thank you for your interest in volunteering with Naples Library. We're excited to have you on board. Please fill out the following volunteer application for review.

Personal Information

Name_____Signature_____

Address_____

City_____State_____Zip Code_____

Email Address_____

EMERGENCY CONTACT INFORMATION FOR VOLUNTEER
Name _____ Relationship_____ Address_____ Phone_____Email_____

Volunteer Interests/Availability

Of the listed opportunities, what type of volunteer tasks are you interested in?

_____

_____

What prompted you to fill out a volunteer application with Naples Library?_____

_____

Please share any skills relevant to volunteering (optional)_____

_____

Optional:

☐ I would like to share my information with the Friends of the Library, to receive updates for volunteer opportunities with the Library's Fundraising Organization.

***This information will be kept **confidential**, and will not be used for any reason other than to contact you for designated events and activities.

What is your availability?

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
● Morning ● Afternoon ● Evening	● Morning ● Afternoon ● Evening	● Morning ● Afternoon ● Evening	● Morning ● Afternoon ● Evening	● Morning ● Afternoon ● Evening	● Morning ● Afternoon

Are you available (check all that apply)**:**

- Year Round
- Seasonally
- For Special Events/Programs

Volunteer Experience

(if applicable)

Organization:_____.

Phone Number or Email:_____.

Work Performed:_____.

Reference

(personal or professional)

Name :_____.

Phone Number or Email:_____.

Relationship:_____.

Signature_____ Date_____

Note: Parental/Guardian Authorization of a minor must be completed if the volunteer is under 18 years of age.

Name of Parent/Guardian _____

Signature_____ Date_____

Volunteer Photographic/Recording Release Form

I hereby grant all right, title and interest to Naples Library to use photographs and/or video of me, including my name, image and voice, taken on _____(date) at _____(location) in publications, news releases, online and in other communications related to the mission of the Naples Library. I understand and agree that this paragraph also applies to my minor child(ren) who are volunteering.

_____

(Signature of Adult, or Guardian of Children under the age of 18)

Name_____

Address_____

Phone_____

Email Address_____

This policy may be amended by the Naples Library Board of Trustees at any time. Adopted by the Naples Library Board of Trustees on 12/17/2026. Amended August 19, 2026.