

## **Mentor Public Library Volunteer FAQs**

### **How do I become a volunteer?**

*To be considered as a volunteer candidate, please fill out and submit a Volunteer Registration Form.*

### **Is there an age requirement for volunteers?**

*Yes, volunteers must be at least 12 years of age.*

### **What volunteer opportunities are available?**

*The volunteer opportunities vary during the year. For current opportunities, contact Nancy Morris, Volunteer Coordinator, at 440-255-8811 x224.*

### **Are there additional forms or paperwork that I will need to complete before beginning my volunteer service?**

*Yes, in addition to completing a Volunteer Registration Form, a Waiver form will need to be completed for volunteers over the age of 18, and a Parental Consent Form will need to be completed for volunteers ages 12-17.*

### **Do I need to undergo a background check?**

*Depending on the volunteer task, volunteers 18 years of age and over may need to complete a background check prior to providing any volunteer services at the Mentor Public Library. Additional information regarding the background check procedure will be provided to the volunteer candidate should a check be required.*

### **Why do volunteers need to have a background check?**

*Safety is a priority at the Mentor Public Library. Our employees and volunteers are screened so that we can offer a high standard of service. Some volunteers may work with children or visit patrons throughout our communities. We want to ensure that our patrons can be comfortable interacting with staff and volunteers at the Mentor Public Library.*

### **How flexible are volunteer hours?**

*We appreciate the time that volunteers can give. Depending on the task, some volunteer opportunities are very flexible while others require a firmer time commitment. Please read each volunteer task description to determine if the task for which you are applying fits your availability.*

### **How physically demanding are volunteer activities?**

*Some volunteer tasks are very physically demanding while others are not. Please discuss any concerns with the Volunteer Coordinator, Nancy Morris.*

### **How long am I expected to remain a volunteer with the Mentor Public Library?**

*We appreciate any commitment that a volunteer is able to offer. Volunteers may provide service for any length of time. Some volunteer tasks have a specific start and end date, while others are ongoing. Should you need to end your volunteer service, please let the Mentor Public Library know so that we may secure another volunteer to continue any ongoing tasks if needed.*

**What should I do if I'm scheduled to volunteer but can't make it to my duties due to illness or previous commitment?**

*Each volunteer task will report to a specific department manager. Please contact the Mentor Public Library at 440-255-8811 and ask for the corresponding department manager. Please leave a message including your name, volunteer status, and the activity or task from which you will be absent.*

**What do I wear?**

*A complete dress code can be found in the Volunteer Policy. In general, clothing should be clean, neat and in good repair. Clothing should be worn and fit in such a manner that it does not expose the abdomen, chest, buttocks areas, or underwear (initially or in the course of your volunteer duties).*

**What should I do if a patron asks me a question about the library and I don't know the answer?**

*Questions may be directed to a Reference Librarian or another Mentor Public Library staff member.*

**Can I bring my children/grandchildren with me while I'm volunteering?**

*The Mentor Public Library cannot provide child care or ensure adequate supervision while you are performing your volunteer duties. Please make arrangements for child care prior to providing any volunteer duties. Children 12–17 can register to become a volunteer but the Mentor Public Library must have the appropriately completed forms on file before anyone can provide volunteer services. Please note that not all volunteer opportunities are suitable for those under the age of 18.*

**Can I use my cell phone while I'm volunteering?**

*Volunteers are representatives of the Mentor Public Library while performing volunteer duties. Cell phone use should be reserved for emergency calls only.*

**Who should I contact if I have additional questions about volunteering at the Mentor Public Library?**

*Please contact Nancy Morris, Volunteer Coordinator, at 440-255-8811 x224 for additional information.*