

# National Chung Hsing University Library Volunteer Service Regulations

Implemented after approval by the Principal on 31 May 2002

Revision implemented after approval by the Principal on 13 September 2002

Revision to Articles 5, 6, 7 and 8 after approval by the Principal on 28 March 2005

## I. Purpose:

These regulations are established in order to fully utilize the human resource inside and outside the University, effectively promote Library services, upgrade service quality and provide volunteers with opportunities to participate in the work of the Library, contribute their intelligence and experience, as well as a channel to give back to the University.

## II. Service Items:

The service location and items by the Library's volunteer service staff ("Volunteers") are:

1. Division of Acquisitions & Cataloging:
  - (1) Exchange and donation work.
  - (2) Processing work such as affixing book labels and magnetic strips.
  - (3) Registration and filing.
  - (4) Environmental cleanup.
2. Division of Reference:
  - (1) Serving duties on reference desk, access control.
  - (2) Shelving of reference books.
  - (3) Helping readers search for reference books.
  - (4) Environmental cleanup.
3. Division of Information system:
  - (1) Multimedia Center desk Service: Access control, registration of borrowing and returning, playing, rewinding and shelving.
  - (2) Environmental cleanup.
4. Division of Serials:
  - (1) Shelving of bound copies of Chinese and Western periodicals.
  - (2) Affixing magnetic strips and library collection stamps and shelving of current Chinese and Western periodicals.
  - (3) Environmental cleanup, helping readers search for periodicals.
5. Division of Circulation:
  - (1) Access control, book tidying, shelving, smoothing and repair of book labels.
  - (2) Book borrowing and return work at Check In/Out Desk.
  - (3) Environmental cleanup, helping readers search for books.
6. Director's Office:

(1) Library switchboard answering service.

(2) Environmental cleanup.

7. Others:

When professional talent is required by the Library, the service location will be allocated in accordance with the requirements of each division of the Library.

III. Service Hours:

1. During the Library's opening hours, the hours will be allocated properly based on the preference of the volunteers, the nature of the tasks and actual requirements of the Library.

2. The services should be provided for at least 3 hours per week and at least 12 hours per month.

3. The services should last for at least 6 months.

IV. Qualifications:

1. The following persons may apply to become volunteers of the Library:

(1) Teaching staff, employees, students, retired staff and alumni of the University.

(2) Current students above 16 and below 20 years old.

(3) Social members above 20 years old.

2. Physically and mentally healthy, enthusiastic about service, good conduct and no bad habits.

3. Meeting the requirements of each division of the Library and able to accept the tasks assigned by the Library.

4. Any volunteer with any improper conduct, impacting the operation of the Library or damaging the reputation of the Library during the service period will be subject to warning or cancellation of volunteer qualification depending on the significance of the matter.

V. Recruitment and Services:

1. Recruitment:

The Library will accept regular or ad hoc applications every year. Public recruitment of volunteers will be done by display of public announcements, announcement on the website or publication of news.

2. Selection:

After the volunteer counselor of each division of the Library performs initial review of the qualifications, interviews will be conducted on selected dates by the supervisor of each division as second review.

3. Trial and Practical Training:

(1) Any person accepted after an interview with each division of the Library should accept pre-job training courses. After completion of the courses, practical training should be performed in the relevant service division for 3 months.

- (2) During the practical training period, the trainee is a volunteer under trial. The number of hours under training and internship will be included as seniority of the volunteer.
- (3) In order to facilitate staff control during trial period, trial volunteer service badges may be issued for identification purpose.
- (4) Failure to perform duties in accordance with these regulations during the trial period may be subject to cancellation of volunteer qualification.

4. Official Service:

After completion of the trial period and passing the assessment of the service division, the trainee will become official volunteer of the Library. A volunteer service badge will be issued and tasks will be officially assigned.

5. Supervision and Assessment:

The Library will appoint dedicated staff to serve as volunteer supervisor to be responsible for consolidating the utilization of volunteers of the Library. Each division will appoint dedicated staff to serve as volunteer counselors. One team leader and one vice leader may be selected from among the volunteers. Each division will have one head. The Library will further establish articles of association of the volunteer team of the Library.

During the service period, volunteer supervisor will be responsible for the overall library supervision and assistance to team leader. The volunteer counselors of the service divisions are responsible for management, with the assistance of the heads of divisions, including the allocation of tasks, attendance management, confirmation of work hours, applications for rewards and assessment of service attitude, work knowledge and skills and renewal services.

(1) Allocation of Work:

- i. Volunteer work shift schedule will be arranged by the service division in accordance with the preferences of the volunteers, nature of the tasks and actual requirements of the division. The work shift schedule includes the contents and time of the shifts.
- ii. The number of persons arranged in the shift during the same time slot and at the same location shall not exceed 10 persons in order to facilitate manpower allocation.

(2) Attendance Management:

- i. Volunteers should perform their shifts in accordance with the service shift schedule arranged by the service division and shall clock in and clock out properly.
- ii. Volunteers should wear volunteer service badges when they are on duty in order to maintain the reputation of the organization.
- iii. Volunteers on duty shall not leave early or arrive late. If it is necessary to take a leave, the volunteer should first notify the volunteer counselor of the service division or head of the division, or ask another person to change (take) the shift in order to facilitate staff management and business promotion of the Library.

(3) Confirmation of Work Hours:

At the end of the year, the Library will issue certificates of the number of work hours. The number of hours will also be recorded in the volunteer service record book. If there is no service record book, the Library will issue a temporary service registration book for registration of relevant information on temporary basis only, with no external application or validity.

(4) Application for Rewards:

Any volunteer meeting relevant reward criteria may submit the relevant information to the service division to apply for rewards.

(5) Work Assessment:

i. Trial Assessment:

Upon completion of the trial period, the volunteer will be subject to trial assessment by the service division. Those passing the assessment will become official volunteers.

ii. Annual Assessment:

Official volunteers will be subject to annual assessment by the service division at the end of the year. Volunteers passing the assessment will be included in the reference list of renewal by the Library.

VI. Educational Training:

1. Basic Training:

- (1) The Library will have regular training every year. Other divisions or authorities may be engaged to perform such training.
- (2) The contents and number of hours of the training courses should be in accordance with the provisions of the “Volunteer Basic Educational Training Course” published by the Ministry of the Interior.

2. Special Training:

- (1) Each division of the Library will perform in consideration of the actual situation of the division.
- (2) The contents and number of hours of the training courses should be in accordance with the provisions of the “Volunteer Special Education Training Course” published by the Ministry of Education. If there is no relevant regulation, the contents and number of hours of the training courses will be determined by the Library.

3. On-the-Job Training: Based on the requirements of the division and in order to improve the volunteer’s knowledge and skills or to train volunteer leaders, each division of the Library may conduct relevant ad hoc “growth training” or “leadership training”.

4. Upon completion of the Library’s relevant volunteer educational training period, the participants will be issued completion certificates.

5. For volunteers who have completed basic and special training courses, two one-inch half-length photos should be provided before the 5<sup>th</sup> day of each month and file an application with the service division for service record book.

VII. Rights:

1. Accept educational training for the tasks assigned.

2. Treat people equally and respect volunteers' freedom, integrity, privacy and faith.
3. Ensure that work is performed under proper safety and health conditions based on the nature and features of the work.
4. Obtain complete information of the services.
5. Participation in the drafting, design, execution and assessment of the volunteer service plans participated.
6. The number of services hours may be certified, including the number of trial and internship hours.
7. In addition to the number of books that may be borrowed normally, official volunteers are entitled to borrow ten more books. Books should be borrowed by presentation of the volunteer service badge. Other than the number of books borrowed, the remaining borrowing rules shall be the same as the "retired teaching staff and employees of the University".
8. Entitlement to accident insurance taken out by the Library. The insurance fee will be subsidized fully by the Library.
9. Free application for the University's vehicle and motorcycle access card: All volunteers of the Library may present photocopies of their volunteer service badges or trial volunteer service badges to file a free application with the service division for a vehicle and motorcycle access card of the University. The access cards will be valid until 31 December of the current year. Relevant documents may be submitted every year to renew the application.
10. The right to participate in various ad hoc seminars organized by the Library (if there are quotas reserved for volunteers).

#### VIII. Obligations:

1. Compliance with rules about volunteers' code of conduct.
2. Compliance with charters established by the Library.
3. Participation in educational training provided by the Library.
4. Proper use of the volunteer service badges and service record books, without any transfer, fraudulent use or improper use.
5. Wear volunteer service badges during service.
6. Respect the rights of the serviced members during service.
7. Keep confidential information acquired or learned from the service.
8. Services should be provided for free.
9. Proper safeguard of available resources provided by the Library.
10. Clock in and clock out in accordance with the rules and comply with various service regulations of the Library.
11. If the volunteer cannot arrive at the Library during the service period, leave application should be filed in advance. Failure to show up without justification for three times will lead to the cancellation of volunteer qualification.
12. Upon completion of the service, the volunteer service badge of the Library and vehicle and motorcycle access cards should be returned.

IX. Legal Liability:

If any volunteer infringes upon any other person's right due to willful act or negligence during performance of volunteer services in accordance with the instructions of the Library, causing compensation liability of the Library, the Library shall be entitled to claim compensation.

X. Reward:

1. After completion of one year of service and 150 service hours, the volunteer may file an application with the Library to certification of service performance and issuance of volunteer service performance certificate.
  - (1) If the volunteer requires a volunteer service performance certificate for the purpose of schooling, study, employment or other reasons, the volunteer should file an application by presenting the service record book and relevant justification documents with the service division.
  - (2) After the application under the previous paragraph is accepted by the Library, verification of the service performance should be conducted in accordance with the administrative procedure of the University. The volunteer service performance certificate will then be issued.
2. After completion of three years of service and 300 service hours, the volunteer may file an application with the Taichung Municipal Government for a volunteer service honorary card by presenting two one-inch half-length photos, copy of service record books and relevant justification documents. The volunteer service honorary card is valid for three years. After completion of the period, the volunteer may submit relevant documents to renew the application, provided that the number of service years and service hours should not be calculated on duplicate basis.
3. After achieving 3,000 service hours, the volunteer may file an application with the central competent authority for reward by completing an application for performance reward and presenting relevant justification documents before the end of July of each year. Each person is entitled to no more than one reward and certificate of the same level. There are the following levels of rewards:
  - (1) Volunteers with 3,000 or more service hours are entitled to volunteer service performance Copper Model and reward certificate.
  - (2) Volunteers with 5,000 or more service hours are entitled to volunteer service performance Silver Model and reward certificate.
  - (3) Volunteers with 8,000 or more service hours are entitled to volunteer service performance Gold Model and reward certificate.
4. Volunteers with good performance may be recommended by the Library to external organizations for citation or study in external organizations.

XI. Funding: The expenses required for utilization of volunteer services should be paid by annual budget under the relevant item by the Library.

XII. Any matter not provided for hereunder should be handled in accordance with relevant regulations such as the Volunteer Service Act.

XIII. These regulations are implemented after approval by the Principal. The same shall be applicable to any amendment hereof.