

## **Thomas Crane Public Library Policy on Volunteers in the Library**

### **Policy Statement**

The Thomas Crane Public Library volunteer program is designed to support and enhance library services, and provide citizens with opportunities to serve their community. Volunteers perform valuable ancillary work that extends but does not substitute for the work of paid staff.

### **Definition**

A *volunteer* is any individual, aged 14 years or older, who contributes time, energy and talents directly to or on behalf of the library, without remuneration from the library.

### **Regulations**

#### *General Provisions*

1. Volunteers may not be used to replace or reduce the number of paid staff and will not be given assignments that could cause a disruption in service in case of unanticipated absences.
2. The Library values the time and commitment of volunteers and strives to provide volunteers with meaningful responsibilities and a safe workplace.
3. The effective use of volunteers requires considerable staff time and effort and, therefore, not all volunteers who apply may be accepted.
4. Nothing in this policy shall be deemed to create a contract between the volunteer and the Thomas Crane Public Library or the City of Quincy. Both the volunteer and the Library have the right to terminate the volunteer's association with the Library at any time, for any reason, with or without cause.
5. Neither the Library nor the City of Quincy will provide any medical, health, or worker's compensation benefits for any volunteer.
6. Any volunteer under the age of 16 must comply with Massachusetts Child Labor Laws. This includes, but is not limited to, not working after 7:00 p.m. on a school night, more than three hours on a school day, and more than 18 hours a week during the school year.
7. Volunteers are responsible for maintaining the confidentiality of all library information, acting in accordance with library policies, and reflecting positive customer service attitudes to all library users.

#### *Selection, Assignment & Supervision*

8. Volunteers will be recruited through a variety of methods, to meet specific as well as general project needs. Recruitment shall be the responsibility of supervisory staff in cooperation with the Volunteer Coordinator.
9. Prior to engaging in any volunteer activity, each volunteer must complete a Volunteer Application, a Volunteer Participation Agreement, a Patron Confidentiality Agreement and meet with a supervisory staff member. Upon approval by supervisory staff, a volunteer may be scheduled for training and work assignments.

10. Volunteers are required to complete a Criminal Offense Record Investigation (CORI) form, according to the laws of the Commonwealth of Massachusetts.
11. Volunteers under the age of 18 must have signed permission from their parent or legal guardian.
12. All personal information about volunteers is for internal use only and will be kept confidential by the Library.
13. Volunteers are selected based on their qualifications and abilities in relation to the needs of the library at any given time, as well as their ability to commit to a minimum number and consistent schedule of volunteer hours. Selection of volunteers is the responsibility of the Volunteer Coordinator, other supervisory staff and/or branch librarians. Persons who seek volunteer assignments to meet a requirement set by an outside agency or organization for the performance of community service are subject to the above selection process and all other provisions of this policy.
14. A work schedule will be determined by a supervisory staff member in discussion with the volunteer. Volunteers should expect to fulfill a commitment mutually agreed upon with the Library, and to arrive in time to begin work as scheduled or call if they will be absent. All on-site volunteer work must be completed within normal library hours.
15. Volunteers will work directly with library staff members to receive training and complete projects. The staff member who develops a specific project will be responsible for the training and supervision of any volunteer who works on that project. All volunteers will be assigned a staff member to guide them in their work.
16. Volunteers may be asked to perform routine, recurring tasks or to work on special projects or initiatives that support library services. Some assignments require special training and a longer term commitment. A written volunteer job description will be provided to each volunteer.
17. Any supplies needed to perform assigned duties will be provided by the library.
18. All on-site volunteers are required to wear a volunteer badge while on duty, provided by the library. Volunteers working in public areas are expected to refer all requests for information to the library staff, other than purely directional questions.
19. Volunteers will keep an accurate record of the hours they work each week.
20. Should a volunteer have a problem with a staff person, another volunteer or a library user, every attempt will be made to resolve the situation through the Volunteer Coordinator or the Library Director.

*Recognition & Separation*

21. Recognition is an important component of a volunteer program. The library staff and/or the Board of Trustees will provide ongoing informal recognition of individual volunteers, and will formally recognize volunteers as a group on a regular basis.
22. The library will, upon request, provide letters of reference for a volunteer, if deemed appropriate.
23. A volunteer selected for work on a special project will discontinue service when that project is completed, unless other arrangements have been made. Whenever possible, the library will attempt to reassign the volunteer. However, if no other mutually suitable position exists at the time, the volunteer will discontinue service and his or her application will be kept on file for one year.
24. In the event that a volunteer is unable to adequately perform assigned duties or to meet agreed-upon time commitment or work schedule, and no other suitable volunteer positions are available, the volunteer may be removed from service.
25. Complaints about this Volunteer Policy should be addressed to the Library Director.

*Adopted by Vote of the Library Board of Trustees, April 12, 2010*

*Amended January 8, 2018*