

# Somerset Public Library

## Volunteer Policy



April 17, 1993

Revision C – May 21, 2013

*The Somerset Public Library exists to serve as a center of informal learning, individual growth and recreation for the citizens of Somerset. The Library expects to make a contribution to the learning process and to aid individuals in the lifelong process of growth and appreciation and understanding of themselves, their neighbors, and the world around them. In addition, the library makes its building available as a setting for appropriate events according to the needs and interests of the community.*

Change History

The Somerset Public Library Volunteer Program is designed to expand and enhance public service to the community. Volunteers generally provide support services to paid staff; work on special projects; or help with special events or programs. Volunteers are expected to act in accordance with library policies and to reflect positive customer service attitudes to all library patrons.

Volunteers in grades 5 through 12 are considered Teen Volunteers and serve through the children's librarian and/or the young adult librarian. Parental permission is required.

Volunteers age 18 or older must have a successful Massachusetts CORI (Criminal Offender Record Information) background check.

### **Selection of Volunteers**

Volunteers are selected based on their qualifications in relation to the needs of the library at any given time, and based on their ability to commit to a consistent schedule of volunteer hours. Selection of volunteers is the responsibility of the Director and/or designated staff.

Prospective volunteers are requested to fill out an application form and will be interviewed by library staff and the Library Director. If there are no suitable volunteer opportunities, application forms will be kept on file for a period of one year. Applicants will be called if a project is identified which matches their interests or qualifications. The use of volunteers is based on availability of Library staff to provide supervision and training.

### **Roles and Responsibilities**

Individuals are required to wear a name badge that identifies them as a volunteer while they are working at the library.

Volunteers are expected to refer all requests for information to the library staff, other than purely directional questions (e.g. where is the bathroom; where is the children's room, etc.).

Volunteers are asked to keep an accurate record of the hours they work each week, for the use of the Director for statistical purposes.

The library depends on its volunteers for a wide variety of tasks which otherwise need to be assigned to library staff. We therefore ask volunteers to be reliable in their commitment to the library and to notify the library in advance if they are unable to work their regularly schedule time slot. In turn, volunteers will be notified immediately on any given day when the library opens late or closes early for any reason. A specific work schedule will be agreed upon. Volunteers will be asked to follow the policies set forth for library employees including dress code, privacy policies, standard operating procedures, etc.

Only paid employees are allowed access to the library circulation system computers.

### **Training and Supervision**

The Library Director and designated library staff coordinate the volunteer program. Volunteers will receive specific training in their assigned duties from the library staff member who directly supervises their work.

### **Community Service**

Persons who seek volunteer assignments at the Somerset Public Library to meet a requirement set by an outside agency for the performance of community service shall be subject to the above selection process and all other provisions of this policy.

The Somerset Public Library will work in partnership with the coordinator of the Community Service program at the Somerset Berkley Regional High School and/or community service programs at local vocational or parochial High Schools attended by Somerset residents. College students working on Internship programs in Library Science and or related educational fields will also be considered.

### **Leaving Volunteer Service**

A volunteer selected for work on a special project will discontinue service when that project is completed or terminated, unless other arrangements have been made.

Whenever possible, the library will make an effort to reassign the volunteer. However, if no other mutually suitable volunteer position exists at the time, the volunteer will be asked to discontinue service and his or her application will be kept on file for one year, subject to review should a suitable position become available during that time.

In the event that a volunteer is unable to adequately perform the duties assigned to him or her, and no other appropriate positions are available, the volunteer may be removed from service.

[\(Application Form for Teens\)](#)

[\(Application Form for Adults\)](#)

<b>TRUSTEE APPROVAL DATE</b>	<b>REVISION</b>	<b>DESCRIPTION OF CHANGE</b>
04/17/1993	-	Original release.
03/18/2008	B	Reaffirmed by Trustees
4/16/2013	C	Reviewed by Trustees
5/21/2013	C	Revision approved by Trustees