

Hanson Public Library

Volunteer Policy

The Hanson Public Library welcomes and encourages members of the community to volunteer their time and talents to enrich and expand library services.

Volunteers may be used on a regular basis to assist staff, or for special events, projects, and activities. Services provided by volunteers enhance, rather than replace, regular services, and volunteers will not be used in place of hiring paid staff.

Purpose

The purpose of this policy is to clearly communicate the role and expectations of Library volunteers and the Library procedure for accepting, selecting, training, and supervising volunteers.

Nothing in this policy or in the volunteer's service to the Library shall constitute, either implicitly or explicitly, a binding contractual or personnel agreement.

Application and Selection

All prospective volunteers must complete a Volunteer Application and may be required to meet with a Library staff member for an interview.

All applicants, unless applying solely for virtual volunteer positions, are required to undergo Criminal Offender Record Information (CORI) and Sex Offender Registry Information (SORI) checks. Volunteer placement is contingent upon the outcome of these checks. Applicants under the age of 18 must also have signed permission from their parent or legal guardian.

Applicants who seek volunteer assignments at the Hanson Public Library to meet a requirement set by an outside agency for the performance of community service shall be subject to the application and selection processes specified in this policy and all other provisions of this policy. However, the Library reserves the right to forgo the provisions of this policy for groups of individuals volunteering as part of a specific one-day event (e.g. National Honor Society's Day of Service, Green Hanson's Annual Green Up Clean Up), members of the Hanson Public Library Foundation volunteering at a Foundation-sponsored event, and participants in the Senior/Veterans Tax Abatement Program.

Volunteers are selected based on their qualifications in relation to the needs of the Library at any given time and on the availability of proper supervision by a Library employee.

The Library will make every effort to match volunteers to positions best suited to their skills, interests, and availability. If there are no suitable volunteer opportunities available immediately, application forms will be kept on file for a period of one year. Volunteers will be contacted if an assignment is identified which matches their interests and qualifications.

The Library is not able to guarantee the placement of any prospective volunteer and has the right to decline any application without cause.

Training, Supervision, and Evaluation

Volunteers shall only work during hours when adequate staff supervision is available.

A Library staff member will assign volunteers to tasks for which they are judged to be suitable and will provide volunteers with training in the assigned duties. Volunteers will not receive training in the Library circulation system nor will they be allowed to access the patron database.

Volunteer work may be subject to review and evaluation, correction, and possibly termination if it is in the best interests of the Library.

Leaving Volunteer Service

Both the volunteer and the Library have the right at any time, and for whatever reason, to terminate the volunteer's association with the Library. Volunteers should notify the Library as soon as possible of their decision to terminate services.

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

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

Volunteer Safety

All reasonable care will be taken to ensure the safety of volunteers. Volunteers are asked to be alert at all times to safety hazards and to report unsafe acts or conditions to a staff member. Volunteers should notify Library staff of any assignment which causes physical discomfort or which could lead to personal injury. All injuries, whether minor or serious, incurred during volunteer service should be reported to a staff member.

Roles and Responsibilities

- Volunteers are expected to act in accordance with Library policies and to reflect positive customer service attitudes to all Library patrons.
- Volunteers must record their arrival and departure times to keep an accurate record of their hours.
- While working at the Library, volunteers must wear a badge that identifies them as a volunteer.
- During their shift, volunteers should remain in areas of the building that staff have authorized as accessible. Volunteers should not go behind the circulation desk unless directed to by staff. Volunteers should remain in public areas of the building when not volunteering.
- Volunteers are expected to refer all patron requests for information to Library staff, other than purely directional questions (e.g. where are the restrooms, where is the children's room, etc.).
- Volunteers are asked to be reliable in their commitment to the Library and notify staff in advance if they will be absent or tardy for their scheduled shift. A pattern of absences or tardiness may be cause for a volunteer to be excused from assignment. The Library will make every effort to notify volunteers if their shift will be impacted by the Library opening late or closing early for any reason.

Adopted by the Board of Library Trustees
December 14, 2021