Newburyport Public Library

**Volunteer Policy**

**STATEMENT OF PURPOSE**

To achieve its vision and mission, the Newburyport Public Library views the active participation of citizens as a key resource. The Library uses volunteers to enhance public service to the community. Volunteers do not replace paid staff. Through their contributions, volunteers demonstrate that residents appreciate the positive impact of the library on the quality of life in Newburyport.

# DEFINITION OF A VOLUNTEER

A volunteer is any individual who performs hours of service to the Newburyport Public Library without promise, expectation or receipt of compensation for services rendered. Volunteers perform services of their own free will on a regular and reliable basis, or as their schedules or assigned projects allow.

# RECRUITMENT AND SELECTION OF VOLUNTEERS

A variety of formal and informal means are used to recruit volunteers. Volunteers are selected based upon the needs of the Library at any given time, as well as their ability to commit to a consistent schedule of volunteer hours. The selection of volunteers is the responsibility of the Assistant Head Librarian, who serves as the Library’s Volunteer Coordinator. Prospective volunteers are required to complete a Volunteer Application Form and an interview with the Assistant Head Librarian. Applications are retained for a period of one year. Volunteers in grades 9–12 may volunteer with parental consent; a parent or legal guardian must sign the Volunteer Application Form. Volunteers age 18 and older must complete an initial Massachusetts CORI background check through the City of Newburyport and every three years subsequently thereafter. CORI paperwork will be completed during the interview process. Student internships will be considered on a case-by-case basis and under the direct supervision of the Assistant Head Librarian and Head Librarian to define the scope and duration of the internship.

**GENERAL GUIDELINES**

* Volunteers must be approved by the Library prior to performance of assigned tasks.
* All personal information about volunteers is confidential and for internal library use only.
* The City of Newburyport does not provide medical, health, accident, or workers’ compensation benefits or other monetary remuneration for any library volunteer.

# VOLUNTEER RESPONSIBILITIES

* Volunteers are required to attend an initial orientation and training session.
* Schedules and specific hours will be arranged by each volunteer and the Assistant Head Librarian.
* Volunteers who cannot volunteer during their scheduled time are expected to inform library staff as soon as possible.
* Volunteers will accurately report their donated time.
* Volunteers will perform assigned tasks to the best of their abilities.
* Volunteers are responsible for maintaining the confidentiality of all library information.
* Volunteers can expect to be treated with respect, to receive effective supervision, and to be recognized for their contributions.
* Volunteers will refer patron requests for information to library staff.
* Volunteers are expected to follow and support the goals, policies, and mission of the library.

**VOLUNTEER TASKS:**

* Volunteer roles serve to support general library needs and shall be general in nature without specialized skills, background, or extensive training required.
* Volunteers do not replace paid staff. Tasks and responsibilities outlined in staff job descriptions and applicable collective bargaining guidelines will be executed by paid library staff.
* Appropriate assigned tasks will be determined by the Assistant Head Librarian in cooperation with the volunteer, with consideration for current library needs and volunteer program constraints.

**WORKING ENVIRONMENT**:

* Volunteer service is performed under typical library conditions. The noise level in can be quiet at times but may be moderately noisy in open locations.

# SUPERVISION OF VOLUNTEERS

* All volunteers will perform assigned duties under the supervision of the Head Librarian, Assistant Head Librarian, and/or appropriate designated department head.
* The volunteer program is overseen by the Assistant Head Librarian.
* Volunteer concerns involving library staff, other volunteers, or patrons will be reported to and addressed by the Assistant Head Librarian.
* Volunteers will be trained and supervised by designated library staff as determined by the Assistant Head Librarian and/or Head Librarian.
* Volunteers are expected to take directions from the Head Librarian, Assistant Head Librarian, and/or other designated staff person(s) responsible for their work, and shall only work during hours scheduled and when adequate supervision is available.
* Volunteers are encouraged to ask questions to clarify task expectations.
* Nothing in this policy shall be deemed to create a contract between the volunteer and the Newburyport Public Library. 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.

## RECOGNITION OF VOLUNTEERS

* Individual and informal recognition of volunteers will be ongoing.
* Formal, public recognition of volunteers will take place annually.
* The library will, upon request, provide letters of reference and/or documentation of community service hours for the volunteer if deemed appropriate.

***Approved by the Newburyport Public Library Board of Directors –***