

Emma Andrews Library and Community Center Volunteer Policy

Emma Andrews Library and Community Center welcomes and appreciates volunteers from the community whose contributions make possible the goals of the library. Volunteers are expected to have a good knowledge of the goals and purpose of the library, and to reflect positive customer service attitudes to all library patrons.

All volunteers must complete and sign a Criminal Offender Record Inquiry (CORI) form. To ensure strict confidentiality, the information is requested by the Newburyport Human Services Director and reported only to the Emma Andrews Library and Community Center Commission as the CORI certified department representative.

Purpose of Volunteer Policies

The purpose of this policy is to provide overall guidance and direction to volunteers. The policies do not constitute, either implicitly or explicitly, a binding contractual or personnel agreement. The Commission reserves the exclusive right to change any of these policies at any time.

Categories of Volunteers

A volunteer is anyone who, without compensation or expectation of compensation performs a task at the direction of and on behalf of the library. A volunteer must be officially interviewed, screened, and trained by a Commissioner prior to performance of the volunteer assignment. A junior volunteer (under age 18) must have written parental consent.

The library accepts as volunteers those who can commit to long-term support services including one Saturday shift every two month. Volunteers looking to meet the City's requirement for the real estate tax credit must also commit to the volunteer requirements. In this case, the Commission must provide the details and responsibilities for these volunteers, the paperwork or forms required for documenting hours of service, and the name and telephone number of a contact person within the Commission.

Selection and Retention of Volunteers

Prior to acceptance as a volunteer, all applicants must fill out an application form and meet with the designated Commissioner.. Volunteers are selected based on their ability to commit to a consistent schedule. Volunteers agree that the library may, at any time, and for whatever reason, decide to terminate the volunteer's relationship with the library. The

volunteer may, at any time, for whatever reason, decide to terminate the relationship with the library. Notice of a decision by a volunteer to terminate his/her service should be communicated as soon as possible to the designated Commissioner.

Training

After initial screening, volunteers will receive specific on-the-job training to provide the information and skills necessary for successful performance of their volunteer assignment. The timing and methods for delivery of such training will be appropriate to the complexity and demands of the assignment. During the training period the designated Commissioner responsible for the training will approve the volunteer's performance. Periodic review of rules, policies and procedures, and review of attendance record will occur.

Recognition

It would be appropriate for the Andrews Branch Improvement Library Association to recognize volunteers.