

## **Emma L. Andrews Library and Community Center Volunteer Procedures**

### **Statement of Purpose**

We actively support the participation of citizens serving as volunteers in various roles. Volunteers are expected to support and advance the mission of the library as articulated by Emma Andrews - "If the reading room and library proves to be a continuation of their work, an education center for this part of the city, an incentive for ambitious boys and girls to employ their time wisely, and to make the most of their opportunities; if to the sick or weary it alleviates dreary hours; if to many it becomes either an inspiration or a help, the wishes of its founders will be realized."

### **Definition of a Volunteer**

A volunteer is any individual who assists with work done at or for the benefit of the Emma L. Andrews Library and Community Center. Volunteers perform services of their own free will.

### **Recruitment and Selection of Volunteers**

A variety of formal and informal means are used to recruit volunteers. Volunteers are selected based upon their qualifications in relation to the needs of the Emma Andrews Library and Community Center at any given time and based on their ability to commit to a consistent schedule of volunteer hours. Prospective volunteers are required to fill out a volunteer application form which will be kept on file. Volunteers under age 18 must have parental consent in writing on their application. Volunteers over age 18 must have a Massachusetts CORI background check completed initially. The city of Newburyport processes the CORI check and notifies the library of problems. It is the responsibility of the volunteer to complete this check every three years. Volunteers sign a waiver of responsibility when enrolled as a volunteer. Volunteers who choose to participate in the city of Newburyport tax abatement program for senior citizens are responsible for keeping their own accurate records of work done for the Emma Andrews and for getting their form signed by the appropriate library supervisor.

### **General Guidelines**

- Volunteers must be trained and approved prior to performance of assigned tasks.
- Volunteers are required to attend an initial orientation and training session.
- Volunteers will sign a Volunteer Acknowledgement form regarding policies and procedures and a Volunteer Acknowledgement of the American Library Association's Right to Privacy.
- Work schedules and specific hours will be arranged by the scheduler and each volunteer.
- Volunteers who cannot complete a scheduled work time will immediately find a substitute and inform the scheduler. In emergency situations, volunteers will ask the scheduler to find a substitute.
- Volunteers will complete assigned tasks to the best of their abilities. If problems arise, refer to the list in the communication log for the name of the appropriate person to consult.

- Volunteers will follow approved policies and procedures of the library.
- Volunteers have the right to be assigned meaningful tasks, the right to be treated with respect, the right to effective supervision and the right to recognition of good work.
- Volunteer grievances will be handled through the Emma L. Andrews Library and Community Center Commission.
- Volunteers are required to maintain not only the confidentiality of personal information about individual patrons and other volunteers such as address, telephone numbers, and email addresses but also about what books patrons have checked out
- All information about volunteers is for internal library use only.
- No solicitation for other groups or political purposes is allowed in municipal buildings.
- Volunteers are representatives of the library and are loyal to the goals, policies and mission of the library.

### **Volunteer Tasks**

Volunteer tasks may include but are not limited to:

- Shelving library materials
- Shelf reading
- Maintaining the collection dusting and other cleaning
- Preparing books for circulation
- Special projects and events

### **Supervision of Volunteers**

The volunteer program is the responsibility of the Emma L. Andrews Library and Community Center Commission. Volunteers will be trained, supervised and take direction from the commission or its delegate.

### **Recognition of Volunteers**

- The library will, upon request, provide letters of reference for a volunteer if deemed appropriate.
- Volunteers are recognized as valuable contributors to the goals and services of the library.
- Individual and informal recognitions of volunteers will be ongoing.
- Formal public recognition of volunteers will take place annually.