



Volunteer Policy

Approved by the Joint Board of Library Trustees April 25, 2024.

Purpose:

The Hamilton-Wenham Public Library views the active participation of citizens as a valuable resource to the Library. Volunteers are utilized to enhance public service to the community and provide important support services to paid staff; they do not replace paid staff.

Definition of a Volunteer:

A volunteer is any individual who assists with work done at the Hamilton-Wenham Public Library without remuneration. Volunteers perform services of their own free will; volunteers contribute their time, energy, and talents on a regular and reliable basis to the Library.

Volunteer Selection:

- 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.
- Volunteers do not work at library service desks.
- Volunteers must be 14 years of age or older. Ages 14-18 will work with the Young Adult Librarian and must have a parent/guardian's permission to volunteer.
- Prospective volunteers are required to complete a Volunteer Application Form and applicants over the age of 18 must complete a Massachusetts CORI (Criminal Offender Record Information) form. The assistant director/volunteer coordinator will review the applications and schedule a time to meet with applicants.
- If there are not suitable volunteer opportunities available, applications will be kept on file for one year.
- Individuals working for the Friends of the Hamilton-Wenham Public Library are volunteering for the Friends and not the Library and will follow the Friends volunteer guidelines.

Volunteer Guidelines:

- Volunteers are expected to act in accordance with Library policies and procedures and to reflect positive customer service attitudes to all patrons. Volunteers should report all policy questions from the public to a staff person.
- Volunteers are expected to report at their scheduled times and should notify the Library as soon as possible if they will be late or absent. Volunteers must sign in and out at the volunteer log and wear a volunteer badge while working. Teen volunteers will work with the Young Adult Librarian to log their hours.

- Volunteers will receive specific training in their assigned duties with the volunteer coordinator(s). All reasonable care will be taken to ensure the safety of volunteers and to make sure volunteers feel comfortable in their assignment.
- By law, all patron information is confidential; volunteers may not reveal patron information to others.
- Volunteers should report any safety hazards or injuries, regardless of severity, immediately to a staff person.
- It is expected that a volunteer's dress and hygiene be appropriate for representing the Library in a public environment and in keeping with their work assignment.
- Persons who seek volunteer assignments at the 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.
- To end a volunteer commitment, volunteers need to notify their supervisor of that decision and the effective date.
- The Director reserves the right to terminate/remove a volunteer at any time with or without cause.
- All volunteers are required to sign a liability waiver.

Illustrative Examples of Volunteer Work:

- Shelf maintenance: shelving, straightening, shelf reading, shifting books, cleaning shelves
- Retrieve items on pull lists
- Check missing items lists
- Clean CD's/DVD's
- Repair/recover books
- Raking or maintaining outdoor gardens/grounds
- Preparing children's crafts such as cutting, pasting, etc.
- Photocopying, collating, folding, stapling, etc.
- Home delivery (requires a separate consent and release form)
- Processing new Library materials
- Special projects as assigned