

Roxbury Public Library

Volunteer Policy

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Statement of Purpose

The Roxbury Public Library shall use the services of volunteers to supplement the efforts of paid library staff in meeting demand for quality public service. Volunteers provide a means for the library to make the best use of its fiscal resources and contribute to sound working relationships with community groups and organizations. Volunteers are liaisons to the community and by their contribution are advocates for quality library service. The library and its volunteers work together to meet the goals and mission of the organization.

Volunteers are expected to act in accordance with library policies and to reflect positive customer service attitudes to all library patrons.

The Roxbury Public Library shall make use of the services of interested volunteers to supplement and *not to replace* the work done by library staff.

Definition of a Volunteer

A volunteer shall be considered as any individual, 12 years of age or older, who contributes time, energy, and talents directly or on behalf of the Roxbury Public Library and is not paid by library funds.

All volunteers must be approved and accepted by the library before performing assigned tasks.

How to Become a Volunteer

- All prospective volunteers are required to fill out a Volunteer Application form.
- The department head will review the completed application form.
- Volunteers will be selected based upon their qualifications, their ability to commit to a consistent schedule, the needs of the library at any given time, and the availability of staff to oversee volunteers.
- If selected, volunteers will be contacted for an interview. An interview does not necessarily indicate the availability of a suitable volunteer position, and not all applicants who are interviewed will be selected.
- If not selected, applications will be kept on file for six months.
- Volunteers under consideration may be subject to a background check.
- Volunteers under eighteen years of age must have the application signed by a parent or legal guardian.
- Acceptance of an application is at the library's discretion.

Supervision

Each volunteer will have an on-site supervisor and will be expected to follow the procedures established by that staff member. This supervisor is responsible for day-to-day management and guidance of the volunteer's work, and will be available for consultation and assistance.

Volunteers should feel free to ask any questions of this person or to report any problems or concerns about their assignments. If this supervisor is not available, the volunteer may also discuss any changes or problems with the Supervising Librarian overseeing the department in which they are volunteering.

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Volunteers are expected to perform their assigned duties to the best of their abilities and to be loyal to the mission, values, goals, policies, and procedures of the library. All volunteers should keep their supervisors informed of their projects and work status, and of their comings and goings in the library.

Job Orientation and Training

Before beginning a volunteer assignment, the supervisor in charge will be responsible for the following:

- Take the volunteer on a tour of the building
- Introduce volunteer to library staff
- Review library and volunteer policies
- Review job duties and expectations
- Confirm work dates, times, and expected duration of the assignment
- Supply volunteer with a name tag and review sign-in and sign-out procedures
- Provide training on any new skills needed to perform assigned tasks
- Discuss procedures for obtaining, using, and caring for needed supplies
- Provide safety orientation
- Review locations of parking, restrooms, water fountains, first aid kits, and places for personal items such as purses and coats

Volunteer Opportunities

Tasks that may be performed by volunteers are listed below, however not all opportunities are available at all times.

- Shelve books and other materials
- Dust books and shelves
- Shelf read
- Clean library materials
- Help with programs and projects
- Assist in processing library materials
- Garden projects or maintenance
- Clerical tasks

Rules for Volunteers

1. Volunteers work hours at the library when supervisors are readily available. The number of volunteers accepted is based upon the amount of work and supervisory time available.
2. Volunteers should notify their supervisor or the Supervising Librarian of the department as soon as possible if they know they will be late or absent.
3. Volunteers must sign in and out.
4. Volunteers may use the staff lounge when they take breaks from work or at meal times.
5. It is expected that each volunteer's dress and grooming will be appropriate for a business environment and in keeping with his/her work assignment.
6. Each volunteer must wear a volunteer name tag while volunteering at the library.
7. Volunteers should maintain a professional, friendly demeanor at all times.
8. All patron questions other than directional are to be referred to a staff member.
9. Volunteers are not allowed to sit or stand behind public service desks (e.g. Circulation Desk, Reference Desk, Youth Services Desk), answer library telephones, or use staff

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- computers. Volunteers whose assigned task makes it necessary to sit or stand behind a public service desk may do so with permission from the Supervising Librarian of the department, and in the presence of a staff member.
10. *All* transactions between library patrons and staff are strictly confidential. This includes any and all information about materials a patron has looked at, asked for, requested, or checked out, as well as reference questions. Volunteers will be familiar with and agree to abide by the library's Confidentiality of Library Records Policy, as well as all other library rules, policies, and procedures.
 11. Volunteers are responsible for updating personal data, such as changes of address, telephone number, or other contact information with their supervisor.
 12. Volunteers who are family members of library staff may not be placed under the direct supervision of their family member.
 13. Volunteers agree that the library may at any time, for whatever reason, decide to terminate the volunteer's relationship with the library, or to make changes in the nature of their volunteer assignment.
 14. Volunteers who fail to meet the requirements of the job descriptions, violate library policies, or violate local, state, or federal law while working in the library are subject to dismissal.
 15. Personal calls and cell phone calls are prohibited, except in case of emergency. Emergency calls should be kept brief, and made from either the staff lounge or the staff work room.
 16. Library-owned equipment, such as fax machines, copiers, computers, supplies, and other materials are for library use only and may not be used for personal business. No equipment or material is to be removed from the library.
 17. Volunteers are asked to be alert at all times to safety hazards and to report unsafe acts or conditions to their supervisor. Volunteers should also notify their supervisors of any assignment which causes physical discomfort or which could lead to personal injury. All injuries, whether minor or serious, must be reported directly to your supervisor, to the Supervising Librarian of the department, or to the Library Director.
 18. Volunteers who are interested in paid employment with the library should apply and compete with all other applicants responding to notices of available positions.
 19. There is no smoking in the library. Use of alcohol or illegal drugs in the workplace is prohibited, as is reporting to work under the influence of drugs or alcohol.
 20. If you are applying for a position where you will be working with the children in the Youth Services Department, you must provide a reference who is a non-family member.
 21. To end a volunteer commitment, volunteers must notify their supervisor in writing of the decision and the effective date.
 22. All volunteers, employees, supervisors, and members of management, both male and female, are strictly prohibited from sexually harassing or making improper advances toward other volunteers, guests, employees, supervisors, or members of management. Sexual harassment includes unwelcome or unsolicited verbal, physical, or sexual conduct that is made a term or condition of service or employment, is used as the basis of employment or advancement decision, or has the purpose or effect of unreasonably interfering with work or creating an intimidating, hostile, or offensive environment. Any sexual harassment must be reported immediately to the volunteer's supervisor, to the Supervising Librarian of the department, or to the Library Director.

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23. The supervisor may meet with the volunteer regularly to review job performance.
Evaluations may be formal or informal and may be written or verbal.

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