

Woods Memorial Library Volunteer Manual

The Woods Memorial Library Volunteer Program is designed to expand and enhance public service to the community. Volunteers generally provide support services to paid staff and/or work on special projects. Volunteers are expected to act in accordance with library policies and to reflect positive customer service attitudes to all library patrons.

Definitions:

A **volunteer** shall be considered as any individual, 14 years or older, who assists with work done at the Woods Memorial Library, without remuneration. Exceptions to the age requirement may be made by the Library Director.

A **student intern** shall be considered as any middle school, high school or college student who performs volunteer work, without remuneration, as part of an authorized school program to earn academic credit. Individual Boy Scouts working on advanced awards are also classified as student interns.

Selection of Volunteers

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. Selection of in-house volunteers is the responsibility of the Director.

Volunteers may be asked to work on projects that are supportive of staff efforts. Examples include: shelving books, returning books, processing new materials, fronting books, storytelling, helping to prepare for programs, discarding materials, maintenance of periodicals, public relations activities, etc.

Prospective volunteers are requested to fill out an application form and will be interviewed. If there are no suitable volunteer opportunities, application forms will be kept on file for a period of one year. Applicants will be called if a project is identified which matches their interests or qualifications.

Hours of volunteer service will be determined by the supervisory staff member in discussion with the volunteer. Volunteers are expected to arrive at the library in time to begin work as scheduled or call the library if they will be absent. All volunteer work must be completed within normal library hours. Exceptions may be made by the Library Director.

Volunteers will work directly with library staff members to receive training and complete projects. All volunteers will be assigned one primary staff member to guide them in their work; however, staff members may offer guidance to any of the volunteers. At least four hours of training must take place with a gradual reduction in supervision.

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Roles and Responsibilities

The library depends on its volunteers for a wide variety of tasks which otherwise need to be assigned to library staff. We therefore ask volunteers to be reliable in their commitment to the library and to notify the library in advance if they are unable to work their regularly schedule time slot. In turn, volunteers will be notified immediately on any given day when the library opens late or closes early for any reason.

Volunteers (except specially trained reference volunteers) are expected to refer all requests for information to the library staff, other than purely directional questions (e.g. where is the bathroom; where is the children's room, etc.).

Volunteers are asked to keep an accurate record of the hours they work each week, for the use of the Director, by signing volunteer log book every session.

Volunteers are expected to behave as staff members and personify professionalism. Irresponsible behavior will be addressed and corrected. If problems persist termination could be necessary.

- *Training and Supervision*

The Library Director, Senior Library Assistant and Youth Services librarian coordinate the volunteer program. Volunteers will receive specific training in their assigned duties from the library staff member who directly supervises their work. All reasonable care will be taken to ensure the safety of volunteers.

- *Work Schedules*

Volunteers shall only work during hours when adequate supervision is available. Typically, a volunteer works a 1-2 hour time slot each week. Individual work schedules and specific time commitments will be mutually arranged in advance by the volunteer and the Director or immediate supervisor.

Community Service

Persons who seek volunteer assignments at the Woods Memorial 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.

Employment of Volunteers in the Library

Volunteers should follow the Town of Barre employment process in order to obtain paid employment in the library.

Leaving Volunteer Service

A volunteer selected for work on a special project will discontinue service when that project is completed or terminated, unless other arrangements have been made.

Whenever possible, the library will make an effort to reassign the volunteer. However, if no other mutually suitable volunteer position exists at the time, the volunteer will be asked to

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discontinue service and his or her application will be kept on file for one year, subject to review should a suitable position become available during that time.

In the event that a volunteer is unable to adequately perform the duties assigned to him or her, and no other appropriate positions are available, the volunteer may be removed from service. Should a Volunteer have a grievance with a staff person, another volunteer or library patron, every attempt will be made to handle the situation through the Library Director. The Woods Memorial Library reserves the right to terminate the services of the volunteer.

1. Volunteers may be used to increase the Library's services.
2. Volunteers may not be used to establish and maintain new library services.
3. Volunteers will not be used to replace or reduce the number of paid staff.
4. Volunteers will be covered with respect to insurance in relation to their duties.
5. Volunteers should expect to fulfill a commitment agreed upon with the Library.
6. Volunteers are recognized as contributors to the goals and services of the Library.

RECRUITMENT AND SUPERVISION OF STUDENT INTERNS

Student interns will be sought by the Adult and Youth Services supervisors through educational contacts in area schools and colleges. A job description will be tailored for each school program that may offer student interns. The job description must stress the value of the project for both student and Library. A representative of the school or college will usually be involved in developing the job description and outline of the project.

The professional staff member who shapes an individual project will be responsible for the training and supervision of the student intern. Interns can be very valuable to the Library, but the Library must also offer a genuine educational opportunity. Because much staff time will be required, each project must be carefully planned and approved by the Library Director before the intern is accepted. Participation in student internship programs shall be considered a privilege which may be revoked at any time by the Louisville Public Library or the student intern. All schedules will be worked out between the student intern and the supervising librarian and should not conflict with school schedules.

A method and schedule for evaluation will be agreed upon between the supervising librarian and the school or college representative before the student intern is accepted. The supervising librarian will follow this schedule and report student progress to the representative.