



Milltown Public Library

Volunteer/Community Service Policy

The Milltown Public Library believes volunteers are a vital part of any successful public library. Volunteers aid the Library in making the best use of its fiscal resources and contribute to excellent working relationships with community groups and organizations. Volunteer opportunities offer citizens a way to contribute to the community and learn more about the Library, while helping the library expand and enrich its services. The Library and its volunteers work together to achieve the goals and mission of the Library.

Definitions

For the sake of this policy, anyone seeking community service hours will be referred to as a “volunteer”. A volunteer is anyone who without compensation or expectation of compensation performs a task at the direction of a Library staff member or on behalf of the Library. A volunteer must apply and be interviewed.

The Library accepts the service of volunteers with the understanding that such service is at the sole discretion of the Library. Volunteers understand that the Library may at any time, for any reason, terminate the volunteer’s relationship with the Library.

Who Can Volunteer

Volunteers shall be recruited without regard to any individual’s age, race, creed, color, national origin, religion, marital status, sexual orientation, gender, physical appearance, socioeconomic level, or any other legally protected characteristic.

Volunteers under the age of 18 must have parental consent, and may not work without direct supervision by a staff member or an adult volunteer. **The Library will only accept volunteers 14 and older.**

Any person interested in volunteering at the Library must fill out an application form. Each application will be reviewed by the Library Director. Candidates will be accepted based on their qualifications in relation to the needs of the library at any given time. Acceptance of an application is at the Library’s discretion.

No volunteer will be eligible for medical, health, accident, or worker’s compensation benefits.

Supervision

Each volunteer will be assigned to an on-site supervisor, and is required to follow work procedures established by the staff member. The supervisor is responsible for the day-to-day management and

guidance of a volunteer's work, and will be available for assistance. Volunteers should feel free to ask any questions of this person or report any problems or concerns about their assignment. Volunteers are expected to perform their duties to the best of their ability, and be loyal to the mission, values, goals, and policies of the library. All volunteers should keep their supervisor informed of their projects and work status, and of any change to their schedule.

While volunteers serve the needs of the whole Library, they will not be used to replace the work done by paid Library staff. They are also not allowed to perform activities that could reveal confidential patron information. Volunteers are not to be allowed in library offices without a library staff member present.

Behavior

Volunteers are expected to conduct themselves in accordance with, and adhere to all established policies and procedures of the Library, including, but not limited to, policies regarding work schedule, attendance, conduct, performance, safety procedures, proper attire, etc. Volunteers can be released from their duties at any time at the discretion of the Library.

Volunteer Training

All volunteers will receive a general orientation on the purpose of the Library, the project they will be working on, and a tour of the Library.

Volunteers will receive on-the-job training to provide them with the information and skills reasonably necessary to perform their assignment. Staff members with responsibility for delivery of services should have an active role in the training of the volunteers.

Each volunteer accepted to a position with the Library will have a clearly identified supervisor. This supervisor shall be responsible for the day-to-day guidance of the work of the volunteer and shall be reasonably available to the volunteer for consultation and assistance.

Volunteers are expected to perform their duties on a regularly scheduled and timely basis. If volunteers expect to be absent they should notify their immediate supervisor in advance so that alternative arrangements may be made.

Adopted by the Milltown Public Library Board of Trustees 4/12/2022