



Volunteer Policy

Pembroke Public Library

General Principles and Purpose

The Pembroke Public Library welcomes and encourages members of the community to volunteer their time and talents to enrich and expand library services. The purpose of this policy is to clearly communicate the role and expectations of Library volunteers, and to outline the Library procedures for accepting, selecting, training, and supervising volunteers.

The Volunteer Program provides public service opportunities to members of the community. Volunteers generally provide support services to paid staff, work on special projects, or assist with the Friends of the Pembroke Library. Volunteers are not assigned to tasks in place of paid staff; the work of volunteers supplements and does not replace that of paid employees.

Application and Selection of Volunteers

Prospective volunteers must be 12 years or older, and must complete and return a volunteer application form. Volunteers are selected based on their qualifications in relation to the needs of the Library, and their ability to commit to a consistent schedule of volunteer hours. Volunteer applicants will be interviewed and selected according to the tasks needed to be done, availability of proper supervision by a designated volunteer coordinator, the skill level of the volunteer candidate, and their interest in the Pembroke Public Library. Interviews are by appointment only.

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.

CORI Requirement: The Town of Pembroke is registered under the provisions of M.G.L. c.6 §172 to receive CORI for the purpose of screening prospective and current employees, contractors, subcontractors, volunteers, interns, professional licensing applicants, and applicants for the rental or leasing of housing.

All volunteers 18 and over must pass a Criminal Offense Records Investigation (CORI) prior to the performance of their task(s) or project(s). Please see the Town of Pembroke's CORI Policy for more information.

Minors: All volunteers age 12-17 must complete a Student Volunteer Application, including the provision of a parent or guardian's signature to indicate permission for their child to participate as a volunteer at the Pembroke Public Library.

Senior Tax Work-Off Volunteers: Pembroke Senior Services manages the application, selection, and assignment of duties of Senior Tax Work-Off Volunteers. Senior Tax Work-Off Volunteers assigned to the Library do not have to complete a Volunteer Application Form with the Library, but are still subject all other provisions of this policy.

Roles and Responsibilities

The Library asks volunteers to make every effort to adhere to their volunteer schedules and to notify the Library in advance if they are unable to work their appointed time slot. Volunteers are expected to act in accordance with Library policies and to reflect positive attitudes to all Library patrons. 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.)

Work Schedules and Training

Assigned staff who coordinate the volunteer program are available to discuss assignments, concerns, or questions. 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 and to make sure the volunteer feels comfortable in their assignment. Volunteers are asked to be alert at all times to safety hazards and to report unsafe acts or conditions to a staff member. Volunteers should notify Library staff of any assignment which causes physical discomfort or which could lead to personal injury. All injuries incurred during volunteer service, whether minor or serious, should be reported to a staff member.

Volunteers shall only work during hours when adequate supervision is available. Individual work schedules and specific time commitments will be mutually arranged in advance. In order for the Library to keep an accurate record, volunteers must sign in and sign out in the appropriate department.

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 suitable volunteer position exists at the time, the volunteer will be asked to discontinue service and their 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, and no other appropriate positions are available, the volunteer may be removed from service.

Community Service

Persons who seek volunteer assignments at the Pembroke Public 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.

Approved by the Pembroke Library Trustees on December 13, 2018. Revised and approved on January 21, 2026.