



## Volunteer Policy

The Pembroke Public Library Volunteer Program provides public service opportunities to members of our community. Volunteers provide valuable assistance on projects that may be otherwise neglected because of budgetary limitations. Volunteers generally provide support services to paid staff; work on special projects; or assist with the Friends' of the Pembroke Public Library Book Sale. Volunteers are expected to act in accordance with library policies and to reflect positive customer service attitudes to all library patrons.

### Selection of Volunteers

Prospective volunteers must complete and return the volunteer application form. Volunteers are selected based on their qualifications in relation to the needs of the library, and 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 department head, the skill level of the volunteer candidate, and their interest in the Pembroke Public Library. Interviews are by appointment only. Volunteers over the age of 18 also must pass a Criminal Offense Records Investigation (CORI).

**CORI Requirement** Per Chapter 385 of the Massachusetts General Laws, Section 172H, "...any entity or organization primarily engaged in providing activities or programs to children 18 years age or less that accepts volunteers, shall obtain all available criminal offender record information from the criminal history systems board prior to accepting any person as a volunteer. Any entity or organization obtaining information under this section shall not disseminate such information for any purpose other than to further the protection of children."

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.

### Minors

Volunteer applications are accepted for students in Grade 7 and up. Anyone under the age of 18 must have a permission slip signed by a parent or guardian to volunteer at the library and submit a Student Volunteer Application.

## **Roles and Responsibilities**

We 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 scheduled time slot. 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 coordinates the volunteer program and is 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.

Volunteers shall only work during hours when adequate supervision is available. Typically, a volunteer works a 1 hour time slot each week unless otherwise arranged. 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.

Volunteers are not assigned to tasks in place of paid staff; the work of volunteers supplements and does not replace that of paid employees. Volunteers will receive specific training in their assigned duties. All reasonable care will be taken to ensure the safety of volunteers and to make sure the volunteer feels comfortable in their assignment.

## **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.

## **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 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.

Approved and voted by the Pembroke Public Library Board of Trustees on December 13, 2018.