

Policies - Cook Memorial Library, Tamworth, NH

SECTION II: Personnel

G. Volunteers (Revised 5/13/13)

Volunteers are recognized as key contributors to the success and mission of Cook Memorial Library. They bring enthusiasm, energy, added talents and a fresh perspective to the library environment. They enhance and extend the services provided by paid staff but under no circumstances are they used to supplant or take on the duties of paid staff members. Volunteers are not expected to perform the scope of duties assigned to professional staff and have specific tasks for which they are trained and supervised. Volunteers are valued for their dedication, enthusiasm, and for the services they perform in support of the library mission.

- All prospective volunteers must be interviewed by the library director.
- Volunteers are any individual age 14 or above who assist with work done at Cook Memorial Library, without remuneration, as part of an authorized volunteer program. Volunteers under age 18 must have a signed parental permission slip and those ages 14-16 must get valid working papers as well.
- Volunteers are selected based on their qualifications and the needs of the library at any given time. While we appreciate every person who wishes to volunteer at the library, opportunities for voluntary work are limited. Volunteers will be interviewed like any job candidate to ensure that the match between task and candidate is suitable. Volunteers who cannot commit to a regular work schedule will be referred to our Friends group which has a flexible work schedule. A volunteer must be trained and supervised by paid staff, limiting the number of volunteers to those which staff has time to supervise and evaluate on a regular basis.
- The library is under no obligation to take volunteers from outside services seeking placements. Individuals seeking assignments to meet a requirement from an outside agency for the performance of service are subject to all the selection and evaluation criteria which any volunteer would be expected to fulfill.
- All volunteers over the age of 18 will be required to have a criminal background check at a cost of \$25.00 to be paid by the library. Volunteers may begin service while the background check is in process, but may not have unsupervised time with children or elders in that period.
- Volunteers are required to uphold the same confidentiality, performance and behavior standards as staff Patron information shall not be communicated to others by casual conversation or careless treatment of records.

RSA 201-D:11 requires that the library's circulation records and other records identifying the names of the library users with specific materials are confidential, including records shared by the NNH Library Cooperative. The trustees or staff shall not make these records available to any agency of the state, federal or local government without a subpoena or court order and the approval of the library director.

- Volunteers will be trained by paid staff for specific tasks; no task for which training has not been provided will be expected of a volunteer. Response to reference questions, other than directional inquiries, is the responsibility of paid staff.
- We ask that volunteers commit to a regularly scheduled time slot when adequate supervision is available. Drop-in volunteers will not be accepted as staff cannot plan tasks or supervise properly on a drop-in basis.
- Volunteers will be informed of safety and security measures. They are not covered under Worker Compensation. Volunteers must be covered by their own vehicle insurance if their volunteer activity includes use of a vehicle and are liable for their own fees for traffic offenses. Mileage reimbursement is not provided. The Town of Tamworth carries liability insurance and volunteers are covered under the provisions of RSA 508:17, the Volunteer Immunity Law.
- 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. Volunteers are asked to notify the library two weeks in advance if they will be discontinuing service. Also, all volunteers are required to call in if they will be absent from their regularly scheduled hours. Volunteers are often counted on and not showing up without notice may be grounds for dismissal. Volunteers who call out repeatedly for no reason will be asked to step down. Volunteers must record their hours worked each time they volunteer on the form provided at the circulation desk.
- Paid staff of the Cook Memorial Library may not volunteer at the library.
- In the event of an opening for a paid position, volunteers who apply for the position shall be treated and evaluated on the same basis as all other external candidates.
- The library staff and trustees will recognize volunteers for their service each year.
- Volunteers may be asked to perform a variety of tasks: such as shelving materials, processing new books, maintaining patron files, reading and organizing the shelves, assisting with children's programs and crafts, library grounds weeding and cleaning, one-time projects, assisting in inventory/collection shifting, assisting with special events, fundraisers, etc., photocopying materials, preparing materials for mailing, starting/facilitating a club, and others as assigned by the library director and staff.
- Criminal checks are not required for current volunteers.

Volunteer service requires the completion of the Volunteer Service Application. (See Appendix)