

WELLS PUBLIC LIBRARY ADULT VOLUNTEER POLICY

Policy Statement:

In order to achieve the mission of the Wells Public Library we view the active participation of citizens of a variety of ages as a valuable resource to the library. Library volunteers enhance rather than replace the work of Wells Public Library staff, enriching the Library's programs and services to the community. The purpose of the Wells Public Library Volunteer Policy is to clearly communicate the role and expectations of library volunteers and the library procedure for accepting, selecting, training, and supervising volunteers.

Definition:

A library volunteer is defined as an individual who assists with work done at or on behalf of the Wells Public Library without promise, expectation, or receipt of compensation for services rendered.

Application and Orientation Process:

- Volunteers must be at least 18 years of age.
- When the library has a volunteer position open, it will be posted on the library and town's website.
- All library volunteer applicants must complete a volunteer application form. Forms are available at the library checkout desk and on the library's website
- Applicants are interviewed for possible placement by the library's volunteer coordinator. Volunteers are placed in positions best suited to their skills, interests, and availability. The library is not able to guarantee a position for each applicant, and has the right to decline any application without cause. Volunteer placement is based on the needs of the library, qualifications of the volunteer applicants, and the volunteer's ability to commit to a consistent schedule of hours.
- Volunteers must be willing to consent to a criminal records search. Placement is contingent upon the outcome of this search.

Once an applicant has been accepted, the volunteer will receive an orientation from the Volunteer Coordinator. This will include:

- Tour of the building
- Introduction to the library staff
- Review the volunteer policy
- Review job duties and expectations
- Confirm work schedule
- Review sign-in and sign-out procedures
- Review Confidentiality policy

Attendance:

We value the contributions of volunteers and depend on volunteers to be present at scheduled times. Volunteers who know they will be absent or late should notify their supervisor or the library director as soon as possible.

Volunteers are asked to record their hours in the Volunteer Log at the end of each shift.

Volunteer Tasks:

The tasks listed here are a sample of the most common tasks assigned to our volunteers:

- Material Shelving
- Crate Inter-Library Loans
- Unpack Inter-Library Loans
- Shelf Reading
- Help with Programs and Projects
- General Clerical Work
- Special Events
- Computer Assistance to Patrons
- General Cleaning Assignments

Internships:

More advanced, and time intensive, internships are available for those pursuing, or considering pursuing, a Masters in Library and Information Science. If interested in an internship, there must be a staff member willing to directly supervise, educate, and mentor the potential intern.

Because internships are designed to be beneficial to the professional community but require significant staff time and resources, we cannot commit to more than one internship at a time. All internships must conform to the Department of Labor's test for interns, available here:

<https://www.dol.gov/whd/regs/compliance/whdfs71.htm>

An example of a past internship, was the working with the Youth Services Librarian to implement planned summer reading events.

Confidentiality:

Volunteers may have access to confidential patron information. This may be through assigned volunteer tasks, or indirectly by spending large periods of times in the stacks or near the circulation desk. Access to patron information must do so in such a way as the patron's privacy is protected. All transactions between library patrons, staff, or volunteers are strictly confidential. Volunteers are required to uphold this policy. This includes any information about materials a patron has looked up, asked for, requested, or checked out, as well as reference questions asked by any library patron. Maine statutes provide that in regard to public libraries information relating to the identity of a library patron relative to their use of books and other material at the library is confidential.

Access to the Building

For many reasons someone may volunteer for the library during hours which it is closed to the public but is fully staffed. If the library is closed, the library extends the courtesy that volunteers may check out any holds that they may have, and that the volunteer may browse for and checkout books within a reasonable amount of time at the end of their shift. These are the only activities that the library may permit volunteers during closed hours.

When a volunteer is regularly scheduled to work during open hours, the volunteer should use either the front or rear entrance of the building.

Right of Appeal:

Appeals to this policy may be made according to the "Policy on Appeals of Library Decisions Involving Library Policies."

WELLS PUBLIC LIBRARY YOUTH VOLUNTEER POLICY

Policy Statement:

In order to achieve the mission of the Wells Public Library we view the active participation of citizens of all ages as a valuable resource to the library. Library volunteers enhance rather than replace the work of Wells Public Library staff, enriching the Library's programs and services to the community. The purpose of the Wells Public Library Volunteer Policy is to clearly communicate the role and expectations of library volunteers and the library procedure for accepting, selecting, training, and supervising volunteers.

Definition:

A youth library volunteer is defined as an individual who assists with work done at or on behalf of the Wells Public Library without promise, expectation, or receipt of compensation for services rendered.

A youth volunteer differs from an adult volunteer in the range of duties they are able to perform, the amount of supervision required, and the total number of hours they are able to contribute each week.

Application and Orientation Process:

- Youth volunteers must be at least 10 years of age through age 17, or entering 5th–12th grade.
- A parent or guardian must sign the volunteer form.
- All library volunteer applicants must complete a volunteer application form. Forms are available at the library checkout desk and on the library's website.
- Applicants are interviewed for possible placement by the library's Children's Librarian. Volunteers are matched to predefined tasks (see below) that best match their interest. The library is not able to guarantee a position for each applicant, and has the right to decline any application without cause. Volunteer placement is based on the needs of the library, qualifications of the volunteer applicants, and the volunteer's ability to commit to a consistent schedule of hours.
- If there are no suitable volunteer opportunities available immediately, application forms will be kept on file for a period of six months. Applicants are called if an assignment is identified which matches their interests and qualifications.
- Volunteers are recognized by the public as representatives of the Library and shall be guided by the same work and behavior codes as employees.

Once an applicant has been accepted, the volunteer will receive an orientation from the Volunteer Coordinator. This will include:

- Tour of the building
- Introduction to the library staff
- Review the volunteer policy
- Review job duties and expectations
- Confirm work schedule
- Review sign-out procedures
- Review Confidentiality policy

Attendance:

We value the contributions of volunteers and depend on volunteers to be present at scheduled times. Volunteers who know they will be absent or late should notify the Children's Librarian or Volunteer Coordinator as soon as possible.

Volunteers are asked to record their hours in the Volunteer Log at the end of each shift.

Volunteer Tasks:

The following tasks are the only tasks that can be completed outside of the Summer Reading Program:

- Face, straighten and tidy shelving
- Clean children's toys and counters
- Assist adults with logging on and printing at the computers
- Help with children's programming
- Repair DVDs and CDs
- Add paper to the printers and photocopiers
- Pull old newspapers
- Clean out the Magazine Swap
- Cut and replenish scrap paper

Summer Reading Program

The summer is when we have the greatest need for teen volunteers. Primarily young adults will sign children up for the program and distribute their prizes. They can also help prepare for and clean up after programs, take photographs, make signage, act as experts for activities, and decorate.

Downtime

We try to schedule an appropriate length of time for the task scheduled, but due to the nature of some tasks, or the skill level of the volunteer, there may be down time. Youth volunteers are expected to bring something to occupy their time such as an iPhone/iPod or reading material.

Confidentiality:

In the case that a youth volunteer has the opportunity to assist another patron, all information they encounter, such as a book they are looking for, a book they witness them holding or checking out, a search found on the computer, or any question they may overhear them asking is considered confidential. Volunteers are expected to sign the confidentiality policy with their guardian and uphold said policy.

Community Service

Youth volunteers looking to fulfill volunteer or community service hours are welcome to do so at the Wells Public Library. The same hourly and work constraints apply.

Maximum Hours

Youth volunteers may volunteer for a maximum of 3 hours a day and 2 days a week during the school year and 3 hours a day and 5 days a week during the summer.

Right of Appeal:

Appeals to this policy may be made according to the "Policy on Appeals of Library Decisions Involving Library Policies."

Approved by the Library Board of Trustees, 2/12/2014, Revised 9/9/2015