

TRUSTEES' HANDBOOK—POLICIES
BOXFORD TOWN LIBRARY

Policy on Volunteers

The Boxford Town Library encourages and values the help of volunteers. The use of volunteers is designed to expand and enhance public service to the community. Library volunteers provide support services to paid staff and work on special projects. Volunteers are expected to act in accordance with library policies and to reflect positive service attitudes.

Persons who seek volunteer assignments at the Boxford Town Library to meet a requirement set by an outside agency for the performance of community service are subject to all the provisions contained in this policy.

Those who choose to work on behalf of the Library will adhere to the following:

- All volunteers must be at least 14 years of age. Volunteers are asked to fill out an application. Volunteers are subject to a Criminal Offender Records Information (CORI) check, per Library policy.
- Volunteers are selected based upon their qualifications in relation to the needs and best interests of the Library at any given time as determined by the Library Director or designee.
- If the Library cannot accommodate a request for volunteer service, one is always welcome to apply again.
- Library staff, under the direction of the Library Director, can be in charge of training, and supervising volunteers.
- All volunteers will undergo training to ensure the volunteer is able to perform their assigned task to a level of performance determined by the Library Staff in consultation with the Library Director.
- Commitment of volunteers is expected; volunteers need to be dependable and to notify the Library if they are unable to work their regular schedule. Volunteers will work only during hours when adequate staff oversight is available.
- Volunteers need to learn the rules and regulations of the Library and meet the same standards of behavior as the staff.
- For Library statistical purposes only, volunteers are asked to keep an accurate record of their hours worked.
- Volunteers will not, except on a very limited basis approved by the Library Director, perform the job of an employee. Volunteers will not be used in place of paid staff members. Volunteers should not answer patrons' questions (other than purely directional questions such as, "where is the restroom?" ...) or provide other Library research information and should refer all inquiries to a staff member.
- All interactions between a library patron and the Library (staff or volunteer) are confidential. These interactions include, but are not limited to, information on

Policy voted and adopted on: 12/15/93

Policy last reviewed and amended on: 2/8/2021

library cards, materials checked in and out, and reference questions. If there is a need to discuss a situation about a patron, discussions should be limited to staff members and take place in a private area of the Library.

- Violation of the confidentiality of patron information may result in the termination of a volunteer.
- If a volunteer is unable to adequately perform the duties assigned, and no other appropriate duties are available, the volunteer will be removed from service. (Volunteers can be released if their performance is not in keeping with the Library's needs and best interests.)
- Volunteers selected to work on specific projects will discontinue services when that project is completed or terminated, unless other arrangements are made.
- Volunteers are unpaid; however, the Library may reimburse out-of-pocket expenses if *prior* approval of the expense is obtained from the Director.
- The Library reserves the right to terminate any volunteer.

VOLUNTEER APPLICATION FORM
Boxford Town Library
7A Spofford Road
Boxford MA 01921

All volunteers must be at least 14 years of age.

Date: _____

Please Print

Name: _____

Address: _____

Email: _____

Phone Number(s) Home: _____ Cell: _____

Emergency Contact Name: _____ Phone: _____

Education (highest level completed): _____

Previous Volunteer Experience: _____

Why do you want to volunteer at the library? _____

If you must fulfill a community service requirement, how many hours do you need? _____

Please describe your skills and special interests: _____

Availability (please check)	MON	TUES	WEDS	THURS	FRI	SAT
Morning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Afternoon	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Evening	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

Please list a reference we can call (not a family member):

_____ Phone: _____

Signature of Applicant: _____

If you are under 18 years old, please discuss volunteering at the library with your parents or legal guardians.

Policy voted and adopted on: 12/15/93

Policy last reviewed and amended on: 2/8/2021