

Whelden Memorial Library Volunteer Policy

Whelden Memorial Library welcomes community members who wish to contribute their time, talent, and skills. Volunteers are an essential part of our dedicated team and significantly contribute to our mission of providing access and supporting our community.

Volunteer Roles

Volunteers support the library's mission by participating in various library functions that assist staff. Generally, volunteers do not engage in direct public service roles, such as working at the Public Desk or answering telephones. Consistent with Massachusetts law, volunteers do not replace paid employees and are not recruited for paid employee tasks.

In addition to this policy, all volunteers are expected to follow all library policies while performing their duties.

Application Requirements

Submission of an application does not guarantee selection.

Applications are for individuals who intend to volunteer for the library directly. To volunteer with the Library Board of Trustees or Friends of Whelden Library (FOWL), please contact us at whelden@comcast.net

- **Minimum Age:** Volunteers must be at least 13 years old, with exceptions for:
 - Young people volunteering with a group (e.g., Scout troops or families).
 - Young people participating in specific library functions (e.g., a youth advisory board).
 - Volunteers under 13 years old for group projects
 - Or otherwise arranged with and approved by the Library Director.
- **Under 18:** Must complete a Volunteer Application and a Guardian Consent Form before starting service.
- **Over 18:** Must complete a Volunteer Application and may be required to submit a CORI form if working independently without direct staff supervision. Refusal to consent to a CORI background check results in immediate refusal of the application.

Selection

Volunteers are selected based on their qualifications, the library's needs, and their ability to commit to a consistent schedule. The Library Director or designee oversees the selection. Prospective volunteers must fill out an application form and will be contacted by the Director or designee. Exceptions may be made for special events where an application form is unnecessary. 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. Due to limited staff time and resources the Library may not respond to every applicant.

Expectations

- **Training and Supervision:** Volunteers receive specific training from the supervising library staff member. All reasonable care is taken to ensure volunteer safety. Volunteers are expected to refer all information requests to library staff, except for simple directional questions (e.g., bathroom location, children's room).
- **Work Schedules:** Volunteers work during hours when adequate supervision is available. Typically, volunteers work a 2-3 hour slot each week for at least three months. Work schedules and time commitments are arranged in advance by the volunteer and the Director or immediate supervisor.
Volunteers must keep an accurate record of their hours each week for the Director's use.
- **Confidentiality:** Volunteers must maintain the confidentiality of patron information.
- **Dress Code:** Volunteers may be required to wear badges identifying them as volunteers, especially in public areas. Volunteers should dress appropriately for the work environment.

Community Service Volunteers seeking assignments to meet external community service requirements must follow the selection process and all other policy provisions.

Employment of Volunteers Should a position become available, volunteers interested in employment must follow Whelden Library's application process. Volunteers are not considered for employment otherwise.

Leaving Volunteer Service Volunteers working on special projects will discontinue service once the project is completed unless other arrangements are made. The library will try to reassign volunteers, but if no suitable position is available, the volunteer's application will be kept on file for one year. Volunteers may be removed from service if they cannot adequately perform assigned duties and no other appropriate positions are available.