



**Volunteer
Policy and Program**

STATEMENT OF PURPOSE

This policy provides guidance and direction to Library staff and to volunteers.

DEFINITION OF A VOLUNTEER

- A volunteer is any individual 14 years of age or older who performs hours of service to the Newburyport Public Library.
- Volunteers perform service without promise, expectation, or receipt of compensation for services rendered.
- Volunteers do not replace paid Library staff positions. Volunteers perform services of their own free will on a regular and reliable basis, or as their schedules or assigned projects allow.
- There are two types of volunteers:
 - Adult volunteers
 - Teen volunteers

GENERAL GUIDELINES

- Volunteers must complete the application process, orientation, and training prior to performance of assigned tasks.
- All personal information about volunteers is confidential and for internal Library use only, according to state and local guidelines.
- The City of Newburyport does not provide medical, health, accident, or workers' compensation benefits; other monetary coverage; or remuneration for any Library volunteer.

VOLUNTEER RESPONSIBILITIES

- Volunteers are required to attend an initial orientation and training session.
- Schedules and specific hours will be arranged by each volunteer and the Assistant Head Librarian.
- Volunteers who cannot volunteer during their scheduled time are expected to inform Library staff as soon as possible. Repeated tardiness and/or failure to inform the Library of an inability to work a volunteer shift is behavior in violation of the Volunteer Code of Conduct.
- Volunteers will accurately report their donated time.
- Volunteers will perform assigned tasks to the best of their abilities.
- Volunteers are responsible for maintaining the confidentiality of all Library information.
- Volunteers will refer patron requests for information to Library staff. If a volunteer is unsure of the types of questions they may address, the Assistant Head Librarian will provide clarification.

- Volunteers are expected to follow and support the goals, policies, and mission of the Library.
- Volunteers work only during scheduled Library hours of operations, their hours scheduled, and when adequate supervision is available.
- Volunteers are encouraged to ask questions to clarify task expectations. Volunteers are to seek clarification on their tasks from the Senior Librarian in the department to which they are assigned.
- Volunteers are expected to abide by the Volunteer Code of Conduct
- Volunteers are permitted to use the lockers in the Archival Center lobby to store personal items during their volunteer shift. The Library is not responsible for the personal items of volunteers. A locker key is available at the Circulation Desk upon request.

VOLUNTEER TASKS:

- Volunteers do not replace paid staff. Tasks and responsibilities outlined in staff job descriptions and applicable collective bargaining guidelines will only be executed by paid Library staff.
- Volunteer tasks shall be general in nature and do not require specialized skills, background, or extensive training.
- Specific volunteer tasks are laid out in the Volunteer Position Descriptions.
- Assigned tasks will be determined by the Assistant Head Librarian in cooperation with the volunteer, with consideration for current Library needs and volunteer program guidelines.

WORKING ENVIRONMENT:

- Volunteer service is performed indoors in an HVAC-controlled atmosphere.
- Volunteers can expect to work in an environment where sound levels can vary.

SUPERVISION OF VOLUNTEERS

- All volunteers will perform assigned duties under the supervision of the Assistant Head Librarian. Volunteers are assigned to a Senior Librarian who provides direct guidance.
- The volunteer program is overseen by the Assistant Head Librarian.
- Volunteer concerns involving Library staff, other volunteers, or patrons should be reported to and will be addressed by the Assistant Head Librarian.
- Volunteers will be trained and provided guidance by a designated Senior Librarian as determined by the Assistant Head Librarian and/or Head Librarian.
- Volunteers are expected to take directions from the Head Librarian, Assistant Head Librarian, and Senior Librarian in charge of their assignment.

TERMINATION OF VOLUNTEER SERVICE

- Nothing in this policy shall be deemed to create a contract between the volunteer and the Newburyport Public Library.

- Both the volunteer and the Library have the right to terminate the volunteer's term of service and association with the Library at any time, for any reason, with or without cause.

RECOGNITION OF VOLUNTEERS

- Individual and informal recognition of volunteers will be on going.
- Formal recognition of volunteers will take place annually in the form of certificates of appreciation and participation in the City of Newburyport Volunteer Appreciation Program.
- The Library will, upon request, provide letters of reference and/or documentation of community service hours for the volunteer, if deemed appropriate.

Approved by the Newburyport Public Library Board of Directors – May 15, 2024

Recruitment and Selection

- A variety of formal and informal means are used to recruit volunteers including the following:
 - Advertisement on City/Library social media platforms and or bulletin boards
 - At school, non-profit, or other types of volunteer fairs
 - Through secondary-education guidance or volunteer coordinator
- Volunteers are selected based on the following criteria:
 - Their qualifications in relation to the needs of the Newburyport Public Library at any given time
 - Their ability to commit to a consistent schedule of volunteer hours
- Volunteer selection is the responsibility of the Assistant Head Librarian.
- Prospective volunteers are required to complete a Volunteer Application Form, sign the Code of Conduct, and have an interview with the Assistant Head Librarian.
 - Prospective volunteers in grades 9–12 may volunteer with parental or legal guardian consent; a parent or legal guardian must sign the Volunteer Application Form.
- Volunteer applications are retained for a period of one year.
- Applicants 18 years and older must complete a Massachusetts Criminal Offender Record Information (CORI) background check through the City of Newburyport when applying for their position. The CORI must be renewed every three years thereafter. CORI checks are performed free of charge for volunteer applicants. CORI paperwork will be completed during the interview process.

Orientation and Training

- All volunteers must attend a volunteer orientation prior to engaging in any training or volunteer work.
- Volunteers are permitted to use the lockers in the Archival Center lobby to store personal items during their orientation, training, and volunteer shifts. A locker key is available at the Circulation Desk upon request.
- Volunteer orientation is conducted by the Assistant Head Librarian.
- Volunteer orientations will be conducted on a periodic basis or as needed, as determined by the Assistant Head Librarian.
- Volunteer training is the responsibility of the Assistant Head Librarian in conjunction with the Senior Librarian in whose department the volunteer will be performing their tasks.
 - The content and methodology of volunteer training is based upon the volunteer descriptions applicable to each Library department.

- All volunteers must complete the requisite training before performing any volunteer tasks.
- All Volunteers will undergo periodic performance assessment and refresher training to maintain a consistent level of volunteer performance.

Termination of Volunteer Term of Service

- Termination of a volunteer's term of service may determined by the Assistant Head Librarian or the volunteer, who must inform the Assistant Head Librarian in writing of their decision.
- A volunteer's term of service may end at any time and for any reason, with or without cause.
- Behavior in violation of the Volunteer Code of Conduct is cause for termination of the volunteer's term of service.
 - The Assistant Head librarian will inform the volunteer in writing if they have been found in violation of the Volunteer Code of Conduct. A meeting will be scheduled with the volunteer to discuss the violation.
 - Upon notification of a code of conduct violation, the volunteer will cease volunteering until they meet with the Assistant Head Librarian.
 - Upon written approval from the Assistant Head Librarian, the volunteer may return to service after the meeting.
 - If the Assistant Head Librarian decides to terminate the volunteer's term of service, written notification will be sent to the volunteer.

The Library Volunteer Code of Conduct provides a set of principles and expectations for how volunteers operate that includes guidance on volunteer/staff relations, how to act when performing tasks, and proper interpersonal communications. It serves as a tool for understanding and upholding acceptable, safe, and respectful standards of conduct within the Library. The code ensures volunteers and staff start with a common understanding of volunteer standards. These standards include the following:

- Treat all volunteers, employees, and community members with respect, courtesy, and dignity.
- Follow all instructions, rules, policies, and procedures set forth by Library staff.
- Observe safe work habits and be aware of the safety of others.
- Use reasonable care to protect and safeguard Newburyport Public Library/City of Newburyport property.
- Maintain the confidentiality of Library patrons, other volunteers, and staff.

Engaging in any of the following behaviors may result in immediate termination of volunteer service:

- Possessing and/or consuming alcohol, drugs, or narcotics or being under the influence of alcohol, drugs, or narcotics while performing volunteer tasks
- Willful disregard of instructions, rules, policies, or procedures set forth by Library staff
- Deliberate action causing damage, destruction, or waste of materials or other property belonging to the Library/City
- Using disrespectful or threatening language in the Library, to any fellow volunteer, Library/City employees, City official, Library patron, or member of the public
- Making false or malicious statements or defaming any fellow volunteer, Library/City employees, City official, Library patron, or member of the public
- Stealing or hiding any materials or other property belonging to the Library/City
- Divulging confidential information to an unauthorized person or making any disclosure of confidential information
- Threatening or violent conduct toward a fellow volunteer, Library/City employees, City official, Library patron, or member of the public
- Accessing restricted or staff-only spaces without permission from the Head librarian, Assistant Head Librarian, and/or Senior Librarian in charge of assigned task
- Repeated tardiness or failure to show up for scheduled volunteer shifts

Other situations may arise that may result in discipline or discharge. The above-mentioned behaviors are examples and should not be considered an all-inclusive list.

Signing the code indicates you have read, understand, and agree to be guided by it. All minor volunteers must also have their code signed by a parent or guardian. The City of Newburyport/ Newburyport Public Library has the right to release or dismiss volunteers at its discretion.

Signature

Date

Signature of Parent or Legal Guardian (if applicant is under 18 years of age)

Date

Name: _____

Address: _____

Telephone (Home): _____ (Cell): _____

E-mail: _____

Tasks Available

Please check all areas of interest. For each type of volunteer, Library staff will provide a full description of volunteer tasks and training upon selection. Schedules are created based on the needs of the Library and the availability of the volunteer.

Teen Advisory Board (TAB): *Meets with the Teen Librarian monthly to make suggestions for how the Library can improve its services.*

Time commitment requested: One meeting per month

Shelving: *Return items to the shelves in their proper order.*

Time commitment requested: One two-hour shift per week for a minimum of three months

Length of volunteer service

To satisfy school/scholarship/graduation requirements:

Number of hours _____ to be completed by _____ (date)

3–6 months (renewable)

6–12 months (renewable)

If currently in high school, please list name of school and grade:

School: _____ Grade: _____

Previous Volunteer Experience

Have you ever volunteered before? _____

If so, where? _____

Supervisor: _____

Contact info: _____

Brief description of duties:

Please review the volunteer descriptions and note your relevant skills and abilities:

Physical Requirements

Volunteer duties may require bending, reaching, standing, and light lifting, including lifting 10 lbs. above the head.

Please list any physical limitations that may impact your volunteer assignment:

Availability

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Please list times when you are available						

Signature

Date

Signature of Parent or Legal Guardian (if applicant is under the age of 18)

Date

**City of Newburyport
Newburyport Public Library
Borrower and Circulation Services
Volunteer Description**

Purpose:

Volunteers in the Borrower/Circulation Services Department provide limited assistance in collection management tasks.

Supervision:

Supervision received: The Volunteer Program is supervised by the Assistant Head Librarian. Volunteers are assigned to a Senior Librarian, who provides direct guidance.

Supervision given: None

Work Environment:

Administrative and other work is performed under typical library conditions (i.e., indoors in an HVAC-controlled atmosphere). The noise level in the work environment is quiet at times but may be moderately noisy in open locations.

Essential Functions:

Shelving: Take books and materials on preloaded carts provided by librarians and return them to their correct location on the shelf. Shelving is done on the first, second, and third floors. Shelving collections are limited to the fiction, nonfiction, large print, and audiovisual collections, which includes DVDs and audiobooks.

Minimum Required Qualifications:

Education, Training, and Experience:

- Eighth-grade education equivalence or greater

Knowledge, Ability, and Skill:

- Ability to arrange items in alphabetical order
- Ability to arrange items in numerical order with or without decimal place values

Physical and Mental Requirements May Include the Following:

- Participate in extended periods of standing, walking, and sitting
- Push/pull a cart weighing up to 250 lb.
- Lift 10 lb. items above the head
- Bend, kneel, and crouch to place an item on a floor-level shelf
- Read grayed text at 11-point font
- Stand for 30–60 minutes at a time
- Regular use of a computer, necessitating hand and eye coordination, finger dexterity, and viewing computer screens for extended periods of time
- The ability to communicate verbally and/or in writing

**City of Newburyport
Newburyport Public Library
Children's and Teen Services
Volunteer Description**

Purpose:

Volunteers in the Children's and Teen Services Department provide feedback for various Library services and programs.

Supervision:

Supervision received: The Volunteer Program is supervised by the Assistant Head Librarian. Volunteers are assigned to a Senior Librarian, who provides direct guidance.

Supervision given: None

Work Environment: Work is performed under typical library conditions (i.e., indoors in an HVAC-controlled atmosphere). The noise level in the work environment is quiet at times but may be moderately noisy in open locations.

Essential Functions:

All essential functions performed and work product created by the volunteer is for feedback purposes only and will not be for Library patron use or benefit. Time spent on the Teen Advisory Board or shelving, as defined in the Borrower and Circulation Services Volunteer Position Description, would qualify the volunteer to earn community service hours for school.

Teen Advisory Board: 1 hour per month. Volunteers will participate in a Teen Advisory Board (TAB) by attending meetings of said board, to occur no more than once per month. As a TAB member, the volunteer will meet with the Teen Librarian and other TAB members to discuss Library collection recommendations and potential programming ideas. TAB membership is an ongoing commitment.

Minimum Required Qualifications:

Education, Training, and Experience:

- Volunteer candidates will be enrolled in grades 9–12. If the volunteer is applying in the summertime, their grade is the one they will enter in the fall.
- No previous experience is necessary.

Knowledge, Ability, and Skill:

- Ability to follow instruction; ability to work as a team, excellent verbal communication skills, aptitude for organization and detail

Physical and Mental Requirements May Include the Following:

- Participate in extended periods of standing, walking, and sitting
- Push/pull a cart weighing up to 250 lb.
- Lift 10 lb. items above the head

- Bend, kneel, and crouch to place an item on a floor-level shelf
- Read grayed text at 11-point font
- Stand for 30–60 minutes at a time
- Regular use of a computer, necessitating hand and eye coordination, finger dexterity, and viewing computer screens for extended periods of time
- The ability to communicate verbally and/or in writing