

Volunteers

Purpose

The Robbins Library Volunteer Program is designed to expand and enhance public service to the community. Volunteers generally provide support services to paid staff; work on special projects; or deliver library materials to the homebound. Volunteers are expected to act in accordance with library policies and to reflect positive customer service attitudes to all library patrons.

Policy

Selection of Volunteers

Volunteers are selected based on their qualification in relation to the needs of the library at any given time, and based on their ability to commit to a consistent schedule of volunteer hours for at least three months. Selection of in-house volunteers is the responsibility of the Volunteer Coordinator who works in collaboration with the supervisor of the department in which the volunteer will be working. Selection of homebound volunteers is the responsibility of the Homebound Volunteer Coordinator.

Prospective volunteers are requested to fill out an application form and will be interviewed by one of the above individuals. 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.

In-House Volunteers

Roles and Responsibilities

The library depends on its volunteers for a wide variety of tasks. We therefore ask volunteers to be reliable in their commitment to the library and to notify the library in advance if they are unable to work their regularly schedule time slot. In turn, volunteers will be notified immediately on any given day when the library opens late or closes early for any reason. Volunteers do not replace paid staff and for confidentiality reasons, will not be given access to the patron database.

Individuals are asked to wear a name badge that identifies them as a volunteer while they are working at the library. Volunteers are expected to refer all requests for information to the library staff, other than purely directional questions (e.g. where is the bathroom; where is the children's room, etc.).

Volunteers are asked to keep an accurate record of the hours they work each week, for the use of the Director.

Training and Supervision

The Volunteer Coordinator manages the in-house volunteer program. Volunteers will receive specific training in their assigned duties from the Coordinator or from the library

staff member who directly supervises their work. All reasonable care will be taken to ensure the safety of volunteers.

Work Schedule

Volunteers shall only work during hours when adequate supervision is available. Typically, a volunteer works a 2-3 hour time slot each week. Individual work schedules and specific time commitments will be mutually arranged in advance by the volunteer and the Coordinator.

Homebound Delivery Volunteers

- **Roles & Responsibilities**
The mission of the homebound delivery program is to provide books and other library materials to patrons of the Robbins Library who are unable to come to the library, whether on a temporary or a permanent basis.

Persons needing delivery are referred to the Homebound Volunteer Coordinator. The Coordinator will assess each homebound situation with the goal of assuming safe access and a healthy environment for the delivery volunteer and arranging a suitable match between the homebound patron and the delivery person.

- **Training & Supervision**
The Homebound Volunteer Coordinator supervises the homebound delivery program. The Coordinator provides continual support and guidance to homebound volunteers in their interactions with at-home patrons and in their selection of materials. The Coordinator also works closely with library staff to facilitate the delivery of library materials to the homebound.
- **Work Schedules**
Individual schedules and specific delivery times will be mutually arranged by the delivery volunteer and the homebound patron.

Community Service

Persons who seek volunteer assignments at the Robbins Library to meet a requirement set by an outside agency for the performance of community service shall be subject to the above selection process and all other provisions of this policy. Coordination with a probation officer is required for those mandated by the court to perform community service.

CORI Checks

All volunteers 18 years of age and older are required to have CORI (criminal record information) checks. Release forms will be made available upon acceptance to the volunteer program.

Employment of Volunteers in the Library

Volunteers should follow the Town of Arlington employment process in order to obtain paid employment in the library.

Leaving Volunteer Service

A volunteer selected for work on a special project will discontinue service when that project is complete or terminated, unless other arrangements have been made.

Whenever possible, the library will make an effort to reassign the volunteer. However, if no other mutually suitable volunteer position exists at the time, the volunteer will be asked to discontinue service and his or her application will be kept on file for one year, subject to review should a suitable position become available during that time.

In the event that a volunteer is unable to adequately perform the duties assigned to him or her, and no other appropriate positions are available, the volunteer may be removed from service.

Adopted by the Board of Trustees 12/14/04; Amended 11/8/11