



## **Library Volunteer Policy**

Proposed to the Library Board of Trustees  
October 20, 2016

# *South Brunswick Public Library*

The South Brunswick Public Library offers the public opportunities to give service to the Library through a variety of volunteer opportunities. Volunteers assist paid staff in their efforts to provide quality service to the community—they do not replace Library staff.

Volunteers are accepted by the library on an as needed-basis and individuals who submit their applications cannot be guaranteed placement. All volunteers must act in accordance with the policies and mission of the South Brunswick Library and represent the library in a positive manner.

Friends of the Library members and volunteers selected by the Friends of the Library to work on special projects (i.e. the Friends' book sales) are first subject to the volunteer policies and oversight of the Friends of the South Brunswick Public Library.

Procedures and guidelines for teen or student volunteers are covered in the Teen Volunteer Policy.

### **How to Become a Volunteer**

- All adult volunteers must fill out an application available at the public desks or online via our website and return it to the Borrower Services Desk.
- Staff members seeking volunteer assistance for special projects will contact the volunteer directly if the applicant's skills, qualifications, and availability match the Library's needs.
- Volunteers may be asked to come to the library for a brief interview to discuss the project.
- Applications will be kept on file for six months.
- Any adult volunteer working directly with children will be required to go through a criminal background check.
- Acceptance of an application is at the library's discretion.

### **Supervision**

- Every volunteer will be trained by a coordinating staff member who will explain the task to be completed. The staff member will answer all questions and set the volunteer's schedule.
- If the staff member is unavailable, the volunteer can ask questions of any senior person in the department where he/she is working.
- The coordinating staff member will also review the quality of the work and discuss any problems with the volunteer directly. It is the volunteer's responsibility to update the staff member on the status of his/her work assignment.
- Repeated failure to report for volunteering without advance notice may lead to removal from service.

## **Volunteer Opportunities**

Tasks that may be performed by volunteers are listed below, however not all opportunities are available at all times

- Clerical tasks
- Help with programs and projects
- Dust books and shelves
- Inventory book collections
- Clean books and other materials
- Building Maintenance
- Shelf read

## **Rules for Volunteers**

- Volunteers may work only when the library is open and when a staff member is available to oversee their work.
- Volunteers should notify the Library as soon as they know they will be late or absent.
- Volunteers must sign in to the volunteer notebook and wear a volunteer tag.
- Volunteers are not allowed access to patrons' private confidential records.
- Volunteers should maintain a friendly, professional demeanor at all times.
- Volunteer's dress and grooming should be business appropriate in keeping with his/her work assignment.
- Volunteers should not sit or stand behind the Public Desks (Information Services, Children's or Borrower Services). Work should be done in the public area whenever possible. Volunteers should also not answer the library phones or reference questions by the public. If a volunteer's job requires him/her to go behind the desk for a short period of time, the volunteer should request permission first from staff member.
- Volunteers should not be in the private staff area without special permission from the on-site supervisor or staff member.
- Shifts for volunteers should be limited to generally 2-3 hours per day.

## **Community Service Volunteers**

At times, the library will accommodate individuals who need to complete community service hours set by an outside agency. All requests to complete the required hours should be sent to the Library Director or Assistant Director. A decision will be made on a case by case basis, with consideration given to staff availability for supervising and volunteer work availability.