

## **Volunteer Program**

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**Revised:**

**Reviewed:**

The Powers Library Volunteer Program is designed to expand and enhance public service to the community. Volunteers are an important extension of the library's staff. Volunteers perform a wide variety of tasks that are important to the institution. Volunteers are expected to act in accordance with library policies and to reflect positive customer service attitudes to all library patrons. The following policy is designed to promote a maximum degree of excellence.

### **Definition of a Volunteer:**

A *volunteer* shall be considered as any individual 14 years or older, who assists with the work done at the Powers Library, without remuneration.

### **Selection of Volunteers:**

All volunteers are selected based on their qualifications in relation to the needs of the library and based on their ability to commit to a consistent schedule of volunteer hours. All prospective volunteers must complete an application and have a brief interview with the Library Director. All personal information about the Volunteer is for internal use only.

If there are no volunteer opportunities currently available, application forms will be kept on file for a period of one year.

### **Statement of Purpose:**

The Powers Library shall use the services of volunteers to:

- Supplement the efforts of paid library staff in meeting demands for quality public service.
- Serve as a method for encouraging citizens to become familiar with their library and the services being offered.
- Serve as a way for citizens to gain meaningful experience, meet new people and make a difference in their community.

Powers Library will use the services of interested volunteers to supplement and not replace the work done by staff.

## **Powers Library – Moravia, NY**

### **General Provisions:**

Nothing in this policy shall be deemed to create a contract between a volunteer and the Powers Library. Both the volunteer and the library have the right to terminate the volunteer's association with the library at any time, for any reason, with or without cause.

The Powers Library will not provide any medical, health, or worker's compensation benefits for any volunteer. Volunteers will not be eligible to receive any worker's compensation benefits for injuries sustained while functioning as a volunteer.

Hours of volunteer service will be determined by the Library Director in discussion with the volunteer. Volunteers must be able to commit a minimum of two hours per week for at least three months. Volunteers are assigned during library hours and are supervised by the Library Director but are under the direction of the staff members on duty. Volunteers are expected to arrive at the library in time to begin work as scheduled.

We 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 scheduled time slot. In turn, volunteers will be notified immediately on any given day when the library opens late or closes early for any reason.

Should a volunteer have a grievance with a staff person, another volunteer or library patron, every attempt will be made to handle the situation through the Library Manager.

All volunteer work must be completed within normal library hours. Exceptions may be made by the Library Director.

### **Qualifications and Skills:**

- Flexibility: willingness to perform a variety of projects and tasks.
- Communication and listening skills: willingness to ask questions if projects/tasks are unclear.
- Dependability: willingness to complete assigned projects/tasks and fulfill volunteer commitment with approval by the Director or appointed staff person.

## **Powers Library – Moravia, NY**

- Ability to follow instructions, work independently and focus on detailed tasks.
- Ability to work cooperatively as a team with other volunteers and staff members.
- Respect for diverse lifestyles, cultures, religions and values.

### **Guidelines for Volunteers:**

Volunteers are responsible for maintaining confidentiality of ALL library information. Failure to maintain confidentiality will result in immediate termination of the volunteer.

The library will, upon request, provide letters of reference for the volunteer, if deemed appropriate. Written permission will be needed for any volunteer under the age of 18.

### **Tasks That May Be Performed by a Volunteer:**

- Shelf reading
- Shelving materials
- Monitoring library facilities
- Helping with library programs or projects
- Light cleaning assignments
- Answering the telephone
- Basic reference work
- Working at the circulation desk (if proper training is completed)
- Special events
- Placing “hold calls”
- Clerical tasks
- Creating displays and bulletin boards
- Public relation activities
- Discarding materials
- Processing new materials

### **Training and Supervision:**

The Library Director coordinates the volunteer program. Volunteers will receive specific training in their assigned duties from the Library Director or staff member assigned by the Library Director.

## **Powers Library – Moravia, NY**

### **Community Service:**

People who seek volunteer assignments at the Powers 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.

### **Equal Opportunity Policy:**

The Powers Library maintains a strong equal opportunity policy. Volunteers are recruited, placed, trained, recognized and dismissed based on competence and job performance, without regard to race, creed, religion, gender, sex orientation, age, national origin, marital status, disability or political affiliation.