

Hooksett Public Library Volunteer Policy

The Hooksett Public Library recognizes that volunteers are a valuable resource for the library. Their energy and talents help the Library meet its commitment to providing quality service to the public. Since, volunteers enhance, rather than replace adequate staffing, Hooksett Public Library shall make use of the services of interested volunteers to supplement and not replace the work done by library staff. Volunteer services aid the library in making the best use of its fiscal resources and help connect the library to other community groups and organizations.

Definition:

Volunteer: A volunteer shall be considered as any individual, 18 years or older, who assists with tasks and/or projects at the Hooksett Public Library, without remuneration.

Junior volunteer: A junior volunteer shall be considered any individual age 12-18 , who assists with tasks and/or projects at the Hooksett Public Library.

The Hooksett Public Library values the time and the interest of citizens who would like to volunteer. All individuals over the age of 18, interested in volunteering at the Hooksett Public Library must complete an application form and a New Hampshire State Police criminal background check application. The Hooksett Public Library will cover the cost of the criminal background check. Prospective volunteers under the age of 18 must have signed permission from their parent or legal guardian. After the criminal background check is cleared, prospective volunteers will meet with the Volunteer Coordinator or an appropriate staff person to be interviewed for placement.

Hooksett Public Library volunteers are bound by the rules contained in all Library policies and guidelines, especially those that relate to patron privacy and confidentiality. Library volunteers are recognized by the public as representatives of the Library and will be guided by the same work and behavior policies as employees.

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

Neither the Town of Hooksett nor the Hooksett Public Library will provide any medical, health or accident benefits for any volunteer. Volunteers will not be eligible to receive any worker's compensation benefits for any injuries sustained while functioning as a volunteer.

The Town of Hooksett maintains a strong equal opportunity policy. Volunteers are recruited, placed, trained, recognized and dismissed on the basis of competence and job performance, without regard to race, creed, color, religion, gender, sexual orientation, age, national origin, marital status, disability or political affiliation.

Dress Code:

Volunteers' personal appearance contributes to a favorable public image for the library. Volunteers are expected to dress neatly and modestly. Jeans and knee length shorts are permitted, however mini skirts, halter tops, tube tops, spaghetti straps, and other revealing apparel may not be worn while volunteering at the library. Bare midriffs, low necklines, showing of undergarments, low-hanging pants or wearing T-shirts or sweatshirts bearing controversial messages are unacceptable.

Training and Supervision: The Volunteer Coordinator and the Library Director coordinate the library volunteer program. Volunteers will receive specific training in their assigned duties from the library staff member who directly supervises their work. 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.).

Possible volunteer jobs include. This list may be updated or changed any given time.

1. Shelf-reading
2. Book sale sorting and set up
3. Library scrapbook
4. Music collection shelf-reading
5. Town meeting minutes (organizational project)
6. Clean & dust shelves, tables and materials
7. Book mending
8. Photocopy library report narratives from past Town Annual Reports
9. Scanning library archives

Work Schedules: Volunteers shall only work during open library hours and 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 Volunteer Coordinator or immediate supervisor. 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.

Leaving Volunteer Service:

A Volunteer selected for work on a special project will discontinue service when that project is completed 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, no other appropriate positions are available, the volunteer may be removed from service.

Hooksett Library Board of Trustees Approved June 8, 2010

Hooksett Public Library Volunteer Policy, adopted 06/08/2010