



Stevens Memorial Library  
20 Memorial Drive  
Ashburnham, MA 01430  
P: (978) 827-4115  
F: (978) 827-4116  
library@ashburnham-ma.gov

## **VOLUNTEER POLICY**

### **GENERAL POLICY:**

Volunteers provide important support to Stevens Memorial Library staff and perform a wide variety of tasks that are critical to the mission of the Library. Volunteers supplement, but do not replace the work done by employees. They may perform a wide variety of duties, a range limited largely by the talents and interests of the volunteers themselves and by where the library can make productive use of their assistance.

### **DEFINITIONS:**

A Stevens Memorial Library volunteer performs a service of his or her own free will, contributing time, energy, and talents directly or on behalf of the Library. Volunteers receive no financial compensation, and must be accepted and enrolled by the Library prior to performance of assigned tasks. There are three basic categories of volunteer:

- a) **VOLUNTEER:** Any individual, sixteen (16) years or older, who assists with work done at the Stevens Memorial Library, without remuneration.
- b) **STUDENT INTERN:** Any middle school, high school, college student, or organization (like Boy or Girl Scouts) working on advanced awards, who performs volunteer work, without remuneration, as part of an authorized school or organizational program to earn academic credit or merit awards. All student interns require the permission of a parent or guardian to volunteer.
- c) **COMMUNITY SERVICE:** Persons who seek volunteer assignments at the Stevens Memorial Library to meet a requirement set by an outside agency for the performance of community service shall be subject to the volunteer selection process and all other provisions of this policy.

### **RESTRICTIONS:**

- a) The Fair Labor Standards Act (FLSA) does not permit an individual to perform hours of volunteer service for a public agency when such hours involve the same type of services which the individual is employed to perform for the same public agency.
- b) Outside organized non-profit groups who volunteer to carry out a specific project at the library have the burden of complying with federal and state labor laws. For example, if a Boy Scout troop asks to paint the Library's activity room as part of a badge project, the Boy Scout organization would be responsible for complying with child labor laws for that volunteer project.

**APPLICATION / APPOINTMENT:** Prior to engaging in any volunteer activity, each volunteer will be required to submit a Library volunteer application form and speak with a supervisory staff member. Upon approval of the Library Director or supervisory staff, the volunteer may be scheduled for training and work assignments. Each individual who participates in this volunteer program agrees and acknowledges that s/he is not an employee of the Stevens Memorial Library or the Town of Ashburnham. Each individual who participates in this volunteer program shall sign a document releasing the Library and the Town from liability for injuries sustained by him/her.



Stevens Memorial Library  
20 Memorial Drive  
Ashburnham, MA 01430  
P: (978) 827-4115  
F: (978) 827-4116  
library@ashburnham-ma.gov

1. **BACKGROUND CHECKS:** As part of the appointment process, the Library may investigate an applicant's work and personal history, which may, depending upon a prospective volunteer's assignment, include a Criminal Offender Record Inquiry (CORI) and/or a Sex Offender Registry Information (SORI) check.
2. **VACANCIES:** Volunteers are selected based on their qualifications in relation to the needs of the library at any given time and their reliability. Unsolicited volunteer applications are generally considered to determine if a vacancy exists that matches the skills of the applicant. If there are no suitable volunteer opportunities, application forms will be kept on file for a period of one year. Applicants will be contacted if a project is identified that matches their interests or qualifications.
3. **SUPERVISION:** Volunteers work directly with library staff members to receive training and complete projects. All volunteers will be assigned one primary staff member to guide them in their work, however other staff may offer guidance to any of the volunteers.
4. **HOURS OF SERVICE:** All volunteer work must be completed within normal library hours unless an exception has been made by the Library Director. Hours of volunteer service are at the mutual convenience of the volunteer and supervisory staff member. Because supervisory staff often take steps to prepare meaningful volunteer assignments, volunteers are asked to give reasonable notice if they are unable to report to work for the agreed upon schedule.
5. **UNAVAILABLE INSURANCE:** Neither the Town of Ashburnham nor the Stevens Memorial Library will provide any medical, health, accident, or worker's compensation 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.
6. **PUBLIC SERVICE:** While Library volunteers typically have limited public service exposure, they are expected to act in accordance with library policies and to reflect positive customer service attitudes to all library patrons.
7. **CONFIDENTIALITY:** Librarians' professional ethics require that personally identifiable information about library users be kept confidential. While Library volunteers typically have limited exposure to library records, they are expected to respect the confidentiality of library users.
8. **TERMINATION:** Nothing in this policy shall be deemed to create a contract between the volunteer or intern and the Stevens Memorial Library or Town of Ashburnham. Both the volunteer and the Stevens Memorial Library have the right to terminate the volunteer's association with the Library at any time, for any reason, with or without cause.