
Wawa Public Library



Policy Type: **VOLUNTEERS**

Policy Number: VOL 01

Policy Title: **Volunteer Program**

Initial Policy Approval Date: Nov.22/19

Last Review/Revision Date: Nov.22/19

Year of next review: 2023

The volunteer program of the Wawa Public Library creates opportunities for community members to actively contribute to the library's vision of excellence in library service. The library welcomes volunteers to participate in the operation of the library while performing a valuable service to the community, becoming more familiar with the library and supplementing the efforts of paid staff. The volunteer policies provide guidance and direction to management, staff, and volunteers.

A volunteer is a person who performs tasks for the Wawa Public Library without wages, benefits, or compensation of any kind.

A volunteer can be a student required to perform community services as an education requirement.

Work programs provided by community health and social services agencies.

Students requiring internships or cooperative placements.

POLICY

1. Volunteers are recognized as contributors to the accomplishment of the mission of the Wawa Public Library.
 2. Volunteers do not replace paid staff. Volunteers shall not be considered as employees of the Library. Volunteers shall not perform any task or duty for which a license or certification is required if the volunteer does not possess such license or certification.
 3. Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information which they may be exposed to while serving as a volunteer whether this information involves single members of staff, volunteers, patrons, or other persons, or involves the overall business of the Library. Failure to maintain confidentiality may result in immediate termination of volunteer duties and/or other corrective action.
 4. Each volunteer shall have a specific paid staff member to whom he or she reports to and with whom to discuss problems.
 5. The minimum age requirement for volunteers is 14. For positions that require the handling of money or supervision of children, volunteers must be at least 15 years of age.
 6. Volunteers may not be appointed if a member of their immediate family is already a paid staff member or Library Board Trustee unless exempted by the Board. At the discretion of the Librarian, this may be overlooked in light of the task to be performed, the duration and the desired outcome.
 7. In the event of an opening for a paid position within the Library, volunteers who apply for the position shall be treated and evaluated on the same basis as all other external applicants.
-

Volunteer Program (Continued)

8. All volunteers are required to complete an application form, which includes a reference and a confidentiality statement. **A police check is mandatory and of no charge for volunteers.**
9. The Librarian/designate will conduct a formal interview, check references and recommend action.
10. Volunteers are to receive a copy of the Volunteer Policy upon commencement of their assignment.
11. As representatives of the Library, volunteers are responsible for presenting a good image to the community. Volunteers shall dress appropriately for the conditions and performance of their duties.
12. Some volunteers develop relationships with Library patrons but it is expected all volunteers will present a professional and business like attitude at all times while on duty in the Library.
13. Volunteers who feel uncomfortable with issues or concerns while working in the Library shall notify the Librarian/designate of the situation.

Volunteer tasks may include but are not limited to:

Shelf reading and shelving

Customer service which includes any duties assigned by supervisor

Special projects, program assistance, reading buddies, book sales
