



Volunteer Policy

If you would like to get involved with the Library as a volunteer, please read our Volunteer Policy and submit a completed Volunteer Application. We try to find unique opportunities that match each volunteer's strengths and preferences. If you have any questions, please contact the Assistant Director.

STATEMENT OF PURPOSE

To achieve the vision and the mission of the Woburn Public Library, we view the active participation of citizens as a valuable resource to the library. The Woburn Public Library utilizes volunteers to enhance public service to the community. Volunteers provide important support services to paid staff and work on special projects. They do not replace paid staff. Volunteers demonstrate that residents appreciate the positive impact of the library on the quality of life in Woburn.

DEFINITION OF A VOLUNTEER

A volunteer is any individual who assists with work done at the Woburn Public Library without remuneration. Volunteers perform services of his or her own free will; volunteers contribute their time, energy, and talents on a regular and reliable basis to the Woburn Public Library.

RECRUITMENT AND SELECTION OF VOLUNTEERS

A variety of formal and informal means are used to recruit volunteers. Volunteers are selected based upon their qualifications in relation to the needs of the Woburn Public Library at any given time, and based on their ability to commit to a consistent schedule of volunteer hours. Selection of volunteers is the responsibility of the Assistant Director. Prospective volunteers are required to fill out a Volunteer Application Form and schedule an interview with the Assistant Director. Applications are kept on file for a period of one year. Volunteers in grades 9-12 may volunteer with parental consent; a parent must sign the Volunteer Application Form. Volunteers aged 18 and older must have a Massachusetts CORI background check completed initially and then every three years by the City of Woburn. CORI paperwork will be filled out during the interview process.

STUDENT INTERNS

Student Interns are volunteers selected through contacts with area high schools and colleges. A clear description of and timeline for the internship will be developed by the Library and the representative high school or college, and must stress the value of the project for both the student and the Library. Because much staff time will be required, each project must be carefully planned and approved by the Director before the student intern is accepted. The Assistant Director will be responsible for the training and supervision of the student intern, as well as any reporting requirements. A method and schedule for evaluation will be agreed upon between the student intern and the Assistant Director before the student intern is accepted. Participation in a student internship program shall be considered a privilege which may be revoked at any time by the Woburn Public Library. The student intern may voluntarily withdraw from the internship at any time. The Library does not have paid internships.

GENERAL GUIDELINES

- Volunteers must be approved and accepted by the Library prior to performance of assigned tasks
- Volunteers are required to attend an initial orientation and training session
- Work schedules and specific hours will be arranged by each volunteer and the library staff person responsible for their work

- Volunteers who cannot complete a scheduled work time will inform library staff as soon as possible
- Volunteers will keep an accurate record of their time donated in the Volunteer Notebook
- Volunteers will perform assigned tasks to the best of their abilities
- All personal information about volunteers is confidential and for internal library use only
- Volunteers are responsible for maintaining the confidentiality of all library information
- Volunteers have the right to be assigned meaningful tasks, the right to be treated with respect, the right to effective supervision, and the right to recognition of good work
- Volunteer grievances involving library staff, other volunteers, or patrons will be handled through the Assistant Director
- Volunteers will refer patron requests for information to library staff
- Volunteers are representatives of the Library and are loyal to the goals, policies and mission of the library
- Volunteers will follow approved library policies and procedures
- Nothing in this policy shall be deemed to create a contract between the volunteer and the Woburn Public 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

VOLUNTEER TASKS INCLUDE:

- Shelving library materials
- Shelf reading
- Special projects
- Acting as greeters in the Archives
- Acting as docents in the Historic Artifacts Room.

SUPERVISION OF VOLUNTEERS

- The volunteer program is the responsibility of the Assistant Director.
- Volunteers will be trained and supervised by specific library staff
- Volunteers are expected to take directions from the staff person responsible for their work
- Volunteers are encouraged to ask questions to clarify task expectations
- The Director reserves the right to terminate/remove a volunteer at any time without cause

RECOGNITION OF VOLUNTEERS

- The library will, upon request, provide letters of reference for the volunteer if deemed appropriate
- Volunteers are recognized as valuable contributors to the goals and services of the library
- Individual and informal recognition of volunteers will be ongoing
- Formal, public recognition of volunteers will take place annually

Approved by the Library Board of Trustees 04/01/19.