



Volunteer Policy

If you're interested in getting involved with the Library as a volunteer, we'd love to hear from you! Please take a moment to review our Volunteer Policy and submit a completed Volunteer Application.

We strive to match each volunteer with meaningful opportunities that align with their strengths and interests. If you have any questions or would like more information, feel free to contact our Volunteer Coordinator.

STATEMENT OF PURPOSE

The Woburn Public Library values community participation and engages volunteers to enhance services. Volunteers support staff and assist with special projects, but do not replace paid positions. Their contributions reflect the community's appreciation for the Library's impact on quality of life in Woburn.

DEFINITION OF A VOLUNTEER

A volunteer is an individual who freely contributes time, energy, and talents to assist with work at the Woburn Public Library without compensation, on a **regular and reliable** basis.

RECRUITMENT AND SELECTION OF VOLUNTEERS

Volunteers are recruited through a variety of methods and selected based on library needs, qualifications, and availability for a consistent schedule. The Assistant Director oversees selection.

Applicants must submit a Volunteer Application and complete an interview; applications are kept on file for one year. Volunteers under the age of 18 require parental consent. Those 18 and older must complete a Massachusetts CORI background check during the interview process and every three years thereafter.

GENERAL GUIDELINES

- Volunteers must be approved before beginning service and complete required orientation and training
- Schedules are arranged with staff; volunteers should notify staff of any absences as soon as possible
- Volunteers must track their hours and perform assigned tasks to the best of their ability
- Confidentiality of volunteer and library information must be maintained

- Volunteers will refer patron requests to staff and follow all library policies and procedures
- Volunteers are entitled to meaningful work, respect, supervision, and recognition
- Concerns or grievances are handled by the Assistant Director
- Volunteers represent and support the Library's mission and goals
- Volunteer service is not a contract; either the volunteer or the Library may end the relationship at any time

VOLUNTEER TASKS MAY INCLUDE:

- Shelving and shelf reading
- Assisting with special projects
- Serving as greeters or docents in Archives and the Historic Artifacts Room
- Other duties as assigned

SUPERVISION OF VOLUNTEERS

- The volunteer program is overseen by the Assistant Director/designee
- Volunteers are trained and supervised by library staff and are expected to follow staff direction
- Volunteers are encouraged to ask questions as needed
- The Director may terminate a volunteer at any time without cause

RECOGNITION OF VOLUNTEERS

- The Library may provide letters of reference upon request, when appropriate
- Volunteers are valued contributors to library services
- Recognition is ongoing, with formal acknowledgment held annually

Approved by the Library Board of Trustees 04/01/19. Revised 4/14/26.