

Abington Public Library Volunteer Policy

The Abington Public Library Volunteer Program is designed to expand and enhance public service to the community, in accordance with the library's Mission Statement. Volunteers provide support services for library staff, work on special projects, and/or deliver library materials to the homebound. Volunteers are expected to act in accordance with library policies and to reflect positive customer service attitudes to all library patrons.

Selection of Volunteers

- Volunteers are selected based on their qualifications in relation to the needs of the library at any given time, and based on their ability to commit to a consistent schedule of volunteer hours.
- Volunteers must be able to work largely on an unsupervised basis, once they are trained.
- Selection of volunteers is the responsibility of the Library Director or assigned staff member, in conjunction with staff in the department in which the volunteer will be placed.
- Prospective volunteers must fill out an application form and will be interviewed by the Library Director or assigned staff member.
- If there are no suitable volunteer opportunities, application forms will be kept on file for one year. Applicants will be called if a project is identified which matches their interests or qualifications.
- Effective use of volunteers requires considerable staff time and effort. For this reason not all volunteers who apply will be accepted.

Responsibilities of Volunteers

- The library depends on its volunteers for a wide variety of tasks which otherwise need to be assigned to library staff.
- Volunteers must be reliable in their commitment to the library and 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.
- Volunteers are asked to keep an accurate record of the hours they work each week. Tracking volunteer hours is required by the Massachusetts State Aid to Public Libraries program. A log is provided for this purpose.
- There are many tasks in the library that cannot be assigned to volunteers due to various requirements such as their technical nature, legal and confidentiality issues, or contractual agreements with the union staff.

Voted by the Board of Library Trustees, 11/03/04. Updated 11/15/10.