

Volunteer Policy

Volunteer Service at the Nevins Library is meant to expand and enhance public service to the community. Volunteers can bring a helpful variety of experience and talent to the Library. Volunteers provide support services to paid staff; work on special projects; or assist the Friends of the Nevins Library. Volunteers cannot replace paid staff positions. Volunteers are expected to act in accordance with library policies and to reflect positive customer service attitudes to all library patrons. Nevins Library staff will do their best to make sure that a volunteer's experience here is meaningful, engaging, and enjoyable.

Categories of Volunteers

The Nevins Library has a variety of types of volunteers. Different volunteer roles have different selection and training requirements, and have different types of tasks, and levels of responsibility. These include:

- **General Adult Volunteers**
- **Teen Volunteers (graduation or other membership requirement)**
- **Juvenile/Adult Community Service Volunteers (Court-ordered, Tax Forgiveness)**
- **Book Delivery Volunteers**
- **Literacy Volunteers of Methuen**
- **Friends of the Library Volunteers**

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.

Prospective volunteers are requested to fill out an application form and have an interview to be considered. Volunteers also must pass a Criminal Offense Records Investigation (CORI) as required by state law. Applicants who are under the age of 16 must also have signed permission from their parent or legal guardian. If there are no suitable volunteer opportunities, application forms will be kept on file for a period of one year. Applicants will be called if a project is identified which matches their interests or qualifications.

Roles and Responsibilities

We ask volunteers to be reliable in their commitment to the library and to notify the library in advance if they are unable to work when scheduled.

Volunteers are expected to refer all requests for information to the library staff, other than purely directional questions (e.g. where is the bathroom; where is the children's room, etc.). Volunteers are asked to keep an accurate record of the hours they work each week, for the use of the Director. Volunteers should sign in where directed.

Training and Supervision

Volunteers are assigned a supervisor/liaison on the staff. Volunteers will receive specific training in their assigned duties from the library staff member who directly supervises their work.

Work Schedules

Volunteers shall only work during hours when adequate supervision is available. A Volunteer's work schedules and specific time commitments will be mutually arranged in advance by the volunteer and their staff supervisor/liaison.

Employment of Volunteers in the Library

Volunteers who are seeking paid employment in the library should submit an employment application.

Leaving Volunteer Service

A volunteer selected for work on a special project will discontinue service when that project is completed or terminated, unless other arrangements have been made.

Whenever possible, the library will make an effort to reassign the volunteer. However, if no other mutually suitable volunteer position exists at the time, the volunteer will be asked to discontinue service and their application will be kept on file for one year, subject to review should a suitable position become available during that time.

In the event that a volunteer is unable to adequately perform the duties assigned to them, and no other appropriate positions are available, the volunteer may be removed from service.

Special Considerations for Different Categories of Volunteers

- **Teen Volunteers**
Teens who are seeking a volunteer position to get experience, or to fulfill a graduation requirement are directed to the Teen Services Librarian. The Teen Services Librarian organizes a flexible program of volunteer opportunities specifically designed to meet the needs of students with busy schedules. At times the Teen Librarian will recruit for help at special events.
- **Court-ordered/Tax Abatement or other Community Service Volunteers**
Persons who seek volunteer assignments at the Nevins Library to meet a requirement set by an outside agency for the performance of community service may be subject to the selection process and all other provisions of this policy.
- **Book Delivery Volunteers**
Those who deliver books to shut-ins, disabled, or other patrons of the library must hold a valid MA or NH driver's license, and must complete a CORI check before beginning volunteer service. **Please refer to the "Outreach to the Homebound Policy" for more information.**
- **Friends of the Library Volunteers**
Persons who are volunteering for Friends of the Library programs or activities do not need to go through the application, selection and training process. If they are volunteering for general Library activities, they must apply through the normal process outlined above.
- **Literacy Volunteers of Methuen**
Literacy Volunteers of Methuen is a program of the Nevins Library, and is subject to library rules, regulations and policies, but also subject to those of Literacy Volunteers of Massachusetts, our cooperating organization. Individuals interested in volunteering for Literacy Tutoring or

other activities should see the policies and guidelines posted on the webpage (on the Library's website) for Literacy Volunteers of Methuen.

<https://www.nevinslibrary.org/services/adult-literacy/>