

## **Volunteer Policy**

Abbott Library, Sunapee, NH

### **ROLE OF VOLUNTEERS**

For enhanced Library services to the community, the Library uses volunteers to perform tasks not assigned to staff and to support staff on special projects.

### **PURPOSE OF THE VOLUNTEER POLICY**

The purpose of this policy is to provide overall guidance and direction to Library staff and volunteers. This policy is intended for internal management guidance only and does not constitute, either implicitly or explicitly, a binding contractual agreement. This policy applies to all Library volunteers.

### **DEFINITION OF A VOLUNTEER**

A volunteer is anyone who, without compensation or expectation of compensation, beyond reimbursement for legitimate Library approved expenses, performs a task at the direction of the Library Director or staff and on behalf of the Library. A volunteer must be officially accepted and enrolled as a volunteer by the Library Director prior to performance of the task.

### **SELECTION AND RETENTION OF VOLUNTEERS**

Prospective volunteers (other than those who are members of the Abbott Library Board of Trustees (the "Board")) shall complete an application form and an emergency contact form and be interviewed by the Library Director.

Volunteer application forms shall be kept on file. Volunteers are selected for specific Library needs based on their qualifications and availability. Selection of volunteers is the responsibility of the Library Director.

The Library accepts the services of volunteers with the understanding that such service is at the discretion of the Library Director. Volunteers agree that the Library may at any time, and for whatever reason, terminate a volunteer's activities at the Library. Volunteers may at any time, and for whatever reason, decide to end their volunteer relationship with the Library. Notice of such a decision shall be communicated as soon as possible to the Library Director.

### **TRAINING AND SUPERVISION**

Volunteers will receive training in their assigned duties from a Library staff member, appropriate to the complexity and demands of the assignment. Either the Library Director or Assistant Director shall supervise volunteers. The supervisor shall take note of the volunteer's performance, level of satisfaction and enthusiasm.

A copy of this Volunteer Policy will be provided to each volunteer upon selection. All volunteers shall review all written Library Policies.

Volunteers shall work during hours when adequate supervision is available. Work schedules and specific time commitments will be arranged individually between each volunteer and supervisor.

In the event that a volunteer is not able to adequately perform the duties assigned to him or her, the Library staff will make an effort to reassign the volunteer if another suitable volunteer position exists at the time.

#### COMMUNITY SERVICE

Persons who seek volunteer assignments at the Library in order to meet a requirement set by an outside agency for the performance of community service shall be subject to the above selection process and all other provisions of this policy. The outside agency must provide the details under which volunteers would be placed at the Library, along with the name and telephone number of a contact person within the outside agency.

#### ETHICAL PRINCIPLES

Board members, employees, members of Library committees, and other volunteers should maintain the highest standards of personal integrity, truthfulness, honesty and fairness in discharging their public duties and never abuse their positions of trust for improper or personal gain. All should look to these ethical principles for guidance:

The Principles of Ethics:

- There should be no conflict of interest.
- There should be a duty to recuse.
- There should be a duty to disclose.
- There should be no unfair personal use of Library property.
- There should be no misuse of confidential information.
- There should be no improper gifts.
- All should expect to receive fair and equal treatment.

It shall be the responsibility of the Library Director to insure that employees and volunteers are aware of these ethical principles.

#### SEXUAL AND OTHER UNLAWFUL HARASSMENT

The Board's goal is to create a library environment that maximizes success and provides an environment free of any unlawful harassment. Harassment by co-workers, supervisors, Board members, volunteers, patrons or visitors, will not be permitted, regardless of their working relationships. Reprisals for reporting harassment are also prohibited. Incidents of harassment, which are confirmed following investigation, and reprisals for reporting harassment, are serious offenses, and will be subject to procedures in accord with the Town of Sunapee policies.

#### RETURN OF PROPERTY

Volunteers issued Library property, equipment, materials, or written and or electronic information in conjunction with their volunteer assignments shall treat such property with care, and such property must be returned by volunteers at the completion of their task or end of volunteer service, whichever comes first.

#### PERSONAL APPEARANCE

Volunteers are representing the Library. As such, volunteers are requested to present a clean and neat appearance when volunteering for the Library.

#### FRIENDS OF THE ABBOTT LIBRARY AND THE ABBOTT LIBRARY FOUNDATION

The Friends of the Abbott Library and the Abbott Library Foundation are separate organizations which support the Library in many ways, including volunteers. The Friends and the Foundation may recruit volunteers for various activities, including programs, fund raising and other special projects. If Friends or Foundation volunteers work within the Library, they are under the supervision of the Library Director or Assistant Director.

#### CONFIDENTIALITY AGREEMENT

Library volunteers who work in the Library shall complete the Library's Volunteer Confidentiality Agreement prior to serving as a library volunteer.

Approved by the Abbott Library Board of Trustees October 21, 2008

Revised and approved by the Abbott Library Board of Trustees September 19, 2017

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