



Watertown Public Library Volunteer Policy

Volunteer Application

The Watertown Public Library Volunteer Program is designed to expand and enhance public service to the community. Volunteers generally provide support services to paid staff; work on special projects; 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.

How to Become a Volunteer

1. Complete and submit a Volunteer application form
2. Complete a brief in-person or telephone interview
3. Receive a tour of the building, introduction to library staff, and a copy of the volunteer policy
4. Receive specific job orientation and training from a supervisor of the department for whom the volunteer is assigned

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. Selection of in-house volunteers is the responsibility of the Director, the Youth Services Librarian, the Adult Services/Reference Librarian, and the Circulation Manager.

Prospective volunteers must fill out an application form and be interviewed by one of the above individuals. If there are no suitable volunteer opportunities, application forms will be kept on file for a period of 6 months. Applicants will be called if a project is identified which matches their interests or qualifications.

In-House Volunteers

The library depends on volunteers for a wide variety of tasks, therefore, 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 their regularly scheduled time slot. The library will also notify volunteers if the library opens late or closes early for any reason.

Volunteers will receive training in their assigned responsibilities from the library staff member who directly supervises their work.

Volunteers shall work during hours when adequate supervision is available. Individual work schedules and specific time commitments will be mutually arranged in advance by the volunteer and library staff supervisor.

Volunteers are expected to refer all requests for information to library staff unless they are answering a directional question.

Any time that you are at the Library in a volunteer capacity, you must wear your volunteer badge. We also ask that you wear appropriate clothing like in the examples given below.

- * Khakis
- * Jeans (in good repair and not low cut)
- * Polo shirts
- * Unprinted t-shirts
- * Shorts (not short-shorts)
- * Comfortable shoes

Volunteers must sign-in at the beginning and sign-out upon completion of their shift.

Volunteers are not allowed to sit at public desks or use staff computers.

All transactions between library users and staff or volunteers are strictly confidential. Volunteers are required to uphold this policy. This includes any information about materials a patron has looked at, asked for, requested or checked out, as well as reference questions asked by library users.

Health and Safety

Please notify your supervisor of any injury whether minor or serious. Notify your supervisor if any assignment is causing you physical discomfort or could lead to personal injury.

Use of illegal drugs in the workplace is prohibited as is the abuse of any drug or alcohol or reporting to work under the influence of drugs or alcohol.

Volunteer Opportunities

Not all opportunities are available at all times, however some of the tasks regularly performed by volunteers are:

- *Shelve books and other materials – return materials to their proper place
- *Dust books and shelves – keep shelves in neat order
- *Assist with programs – pass out programs, assist with crowd control, help children with projects.
- *Summer Reading Programs – assist librarians with projects, record keeping, or craft projects
- *Clean books
- *Provide computer and internet assistance in the Tech Lab
- *Homebound delivery

Leaving Volunteer Service

To end a volunteer commitment, please notify your supervisor of the decision and the effective date.