
Volunteer Policy

Statement of Purpose

The Kutztown Community Library (KCL) shall use the services of volunteers/community service to supplement the efforts of paid staff in meeting demands for quality public service. They are not to replace the work done by the library staff. Volunteers are expected to act in accordance with library policies and to reflect positive customer service attitudes toward all library patrons.

Definitions

Volunteer – A “volunteer” is defined as a person who, of his/her own volition, provides services to the KCL without compensation.

Community Service – “Community service” is volunteerism that is mandated or required by another entity (such as, but not limited to, court-ordered community service, home school requirements, and honor society requirements).

Throughout this document, both community service members and volunteers will be referred to as “volunteers.”

How to Become a Volunteer

- All volunteers are required to fill out a Volunteer/Community Service Application form.
- The Volunteer Coordinator will review the completed application form.
- Volunteers are selected based on their qualifications in relation to the needs of the library at any given time.
- Volunteers over the age of 18 who work directly with children must provide a criminal background check and child abuse clearance in accordance with Pennsylvania state law. All clearances will be at the expense of the volunteer and can be reimbursed after the volunteer has completed 24 hours of service to the library. The reimbursement can be obtained once the volunteer has submitted the Reimbursement Application and is approved by the Volunteer Coordinator.
- If applicable, reference checking is required before any candidate can begin an assignment.
- If the volunteer is not selected, his/her application will be kept on file for six months.
- Volunteers under the age of 18 must have their application signed by a parent or legal guardian.
- Acceptance of an application is at the Library Director’s discretion. The Library Director can refuse volunteers for any reason.

Supervision

Volunteers at the Kutztown Community Library are considered to be under staff supervision. Supervision will be provided by all KCL staff on duty. All staff will be responsible for training and reviewing a volunteer’s performance. All volunteers should keep their supervisor informed of their projects and work status, and their other activities in the library.

Those who are required to do community service hours for specific groups or agencies must keep track of their own hours. It is the responsibility of the volunteer to sign in and out during her/his shift. A

letter from the Volunteer Coordinator on library letterhead will be furnished with the completed hours only at the volunteer's request.

Volunteers are ambassadors for the library and need to present a positive image to the public. They must adhere to the policies and practices established regarding work schedule, attendance, conduct, performance, safety procedures, and proper attire.

Dismissal

Volunteers may be terminated for failure to perform assigned job duties, failure to meet minimum standards of performance, or for violations of library rules. The Library Director and Volunteer Coordinator have the right to dismiss a volunteer at any time for any reason.

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