

# SPRING TOWNSHIP LIBRARY ASSOCIATION

## Volunteer Policy and Guidelines

### The Benefits of Volunteering for the Library

- Learn more about library services
- Expand your knowledge and skills
- Meet new people
- Contribute to your community
- The knowledge that you are enabling staff to provide improved library services

### Definitions

A **volunteer** shall be considered as any individual, 17 years or older, who assists with work done at the Spring Township Library and West Lawn/Wyomissing Hills Branch, without any remuneration.

A **Youth Services Volunteer** shall be considered as anyone 12 – 16 years of age who perform volunteer work. Individual Scouts working on advanced awards may also be classified as a youth service volunteer. Any volunteers below age of 12 must be accompanied by an assisting adult and receive special approval by Library Director or Branch Manager.

Volunteers under age 18 must have their application signed by a parent or legal guardian.

Any volunteer shall not be considered in any such way as an “intern” and will agree that they are to be considered as a non-compensated volunteer.

### Role of Volunteers

Volunteers are an essential part of the Spring Township and West Lawn-Wyomissing Hills Branch Libraries' service to customers. All volunteers are ones who perform a service to our libraries of his/her own free will to support the staff and/or work on special projects. Because we rely upon our volunteers to help provide service, it is essential that a volunteer make a real commitment to the library.

### Selection of Volunteers

- A **volunteer application** and interview must be completed before anyone can serve as a volunteer at the library.
- Volunteers are selected based upon their qualifications and the needs of the library at any given time. While we appreciate every person who wishes to volunteer at the library, opportunities for voluntary work are limited.
- A criminal background check may be required, depending on the nature of the volunteer position for which the applicant is applying.

- Members of the Friends of the Spring Township and West Lawn-Wyomissing Hills libraries are not required to apply as library volunteers in order to perform their functions.
- Acceptance of an application is at the library's discretion.

### **Volunteer Service Guidelines**

- Each volunteer is required to wear a volunteer badge.
- The library does not compensate volunteers for time spent or expense incurred.
- Volunteers are expected to complete the training program for the particular function and to take directions from the supervisor who is responsible for their work.
- Volunteer service should be sufficient in scope and duration to justify the investment of staff time in training and managing the volunteers.
- Volunteers may be removed by the Director if the work performance is not satisfactory.
- Volunteers are bound by all library policies.
- Service volunteers are recognized by the public as representatives of the library and shall be guided by the same work and behavior codes as employees. They work with the status of "at-will" employees.
- Each volunteer shall have a specific paid staff member to whom he or she reports and with whom to discuss problems.
- Volunteers may not have access to staff-only areas without direct supervision.
- As per the STLA Confidentiality of Patron Records Policy, volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information which they may be exposed to while serving as a volunteer whether this information involves single members of staff, volunteers, patrons, or other persons, or involves the overall business of the library. Failure to maintain confidentiality may result in immediate termination of the volunteer and/or other corrective action.
- Procedures and requirements for the volunteer may vary depending on the age of the volunteer.
- Volunteers may not be used to replace or reduce the number of paid staff.
- All personal information about a volunteer is for internal use only and is confidential.
- Should a volunteer have a grievance with a staff person, or another volunteer or a library patron, every attempt will be made to handle the situation through the Volunteer Supervisor and/or Library Director (Branch Manager).
- Volunteers will be covered by their respective library's liability insurance in relation to their duties in case of injury. Volunteers are not covered under any Workers Compensation plan.
- Volunteers are recognized as contributors to the goals of the library.

## **Volunteer Job Description**

(See Attachment)

### **The Friends of the Library**

The Friends of the Spring Township Library and The Friends of the West Lawn/Wyomissing Hills are volunteer organizations established as a 501 © (3) Each respective friends group has their own Board of Directors and sets their own policies and oversees their operations and expenditures. Their Board or its designee is responsible for their volunteers. If a problem arises with one of their volunteers violating this policy, the Spring Library Director or the West Lawn/Wyomissing Hills Branch Manager will take the issue to their respective Friends/Board for action.

### **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, if desired. However, if no other mutually suitable volunteer position exists at the time, the volunteer will be asked to discontinue service and his or her 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 him or her, and no other appropriate positions are available, the volunteer may be removed from service.

### **Acknowledgement**

I acknowledge that I have read the above STLA Volunteer Policy and Guidelines as well as the attached Volunteer Job Description. I acknowledge that I am capable of performing duties as assigned from the “possible duties” listed in the job description. In addition, I have been told who my supervisor will be.

\_\_\_\_\_  
Volunteer’s Name (printed)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Volunteer’s Signature

\_\_\_\_\_  
(Parent/Guardian Signature – if needed)

*Approved at a regular and open meeting of the Board of Directors of Spring Township Library Association on Dec. 14, 2017; reviewed 10/10/2024, 11/13/2025.*