Volunteer Policy

The Village Library shall use the services of Volunteers to supplement the efforts of paid Staff in meeting demands for quality public service. Volunteers shall not replace the work done by the Library Staff. Volunteers are expected to act in accordance with Library policies and to reflect customer service attitudes toward all Library patrons.

Volunteer Requirements

- All Volunteers must complete a Volunteer Application and submit the Application to the Library Director for approval.
- Volunteer selection is based upon qualifications in relation to the current needs of the Library; approval is at the Library Director's discretion.
- 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. Clearances are free for volunteers.
- Volunteers under the age of 18 must have their applications signed by their parent or legal guardian.

Volunteer Restrictions & Responsibilities

- Volunteers are ambassadors for the Library and must present a positive image to the public.
- Volunteers must adhere to Library policies and practices, including but not limited to schedules, attendance, conduct, performance, safety procedures, proper attire.
- Volunteers are prohibited from using Staff computers.
- Volunteers are not permitted to accept money from patrons; all monetary payments must be processed by library Staff.

Supervision

Volunteers at the Village Library shall be supervised by the Library Director. At the discretion of the Library Director, Library Staff may participate in the training, review, or supervision of Volunteers. Volunteers should keep the Library Director informed of their projects, work status, and activities while volunteering at the Library.

Court Ordered Community Service Requests

Requests by offenders needing to perform community-based service must be submitted to the Library Director.

Once the Library director has approved the request:

- Community service volunteers must be supervised by the Library Director at all times.
- Hours must be scheduled in accordance with the Library Director's availability.
- The community service volunteer must communicate 24 hours in advance to reschedule hours. Those who do not show up for scheduled hours, or do not call in advance to reschedule will not be able to complete their service with the library.
- The Library Director reserves the right to cancel the community service agreement at any time at his/her discretion.

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 his/her shift. A letter from the Library Director on library letterhead will be furnished with the completed hours only at the volunteer's request.

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 has the right to dismiss a volunteer at any time for any reason.