



Southborough Library Volunteer Policy

The Southborough Library welcomes and appreciates volunteers from the community whose contributions expand and enhance the public service goals of the library. Volunteers contribute in every department of the library in so many ways. Toward this end, the library accepts and encourages the involvement of volunteers within all appropriate programs and activities. The Southborough Library Volunteer Program is designed to expand and enhance public service to the community. Volunteers bring a treasured variety of experience and character to help make the Southborough Library the special place it is. We believe our volunteers are valuable and important people and we will do our best to make sure their experiences here are meaningful, engaging, and enjoyable.

Definition of “Volunteer”

A volunteer is anyone who, without compensation or expectation of compensation, performs a task at the direction of and on behalf of the library and is supervised by a Southborough Library employee. A volunteer must submit a Southborough Library Volunteer application and be officially accepted and enrolled by the library prior to the performance of tasks. The library accepts the service of volunteers with the understanding that such service is at the sole discretion of the library. Volunteers agree that the library may at any time, for whatever reason, decide to terminate the volunteer’s relationship with the library. One-time Event Volunteers can be authorized at the discretion of the Library Director/Assistant Director as needed.

Responsibilities, Training & Supervision

Volunteers generally provide support services to paid staff or work on special projects. Participants in the library’s volunteer program learn more about the library and its place in the community and observe firsthand how the library serves community needs. Volunteers must meet the same standards as paid employees regarding operating within the stated policies and procedures of the Southborough Library. Volunteers are also expected to have a good knowledge of the goals and purpose of the library and to reflect positive customer service attitudes to all library patrons. It is important to emphasize that the use of qualified volunteers in the library program is a supplement to, and not a substitute for, paid staff. Volunteers do not displace any employee from his/her position. The Town of Southborough does not provide workers’ compensation, medical or disability coverage, or liability insurance for volunteers.

Adult volunteers will be assigned a supervisor who will provide training and serve as the primary contact. All volunteers will receive specific training in their assigned duties. All reasonable care will be taken to ensure the safety of volunteers and to make sure the

volunteer feels comfortable with their assignment. Volunteers are never assigned to work with children without direct, continuous staff supervision. Volunteers are expected to refer all requests for information to the library staff, other than purely directional questions (e.g. “Where is the bathroom?”; “Where is the children’s room?”, etc.).

We ask that volunteers be reliable in their commitment to the library and notify the library in advance if they are unable to work their regularly scheduled shift. In turn, volunteers will be notified immediately on any given day when the library opens late or closes early for any reason. In order that the library may keep an accurate record of volunteer hours, volunteers are required to sign in on the library’s Volunteer Time Sheet each day.

*Please Note: The library cannot accept “drop in” volunteers. Volunteering requires a consistent schedule, training, and preparation of assignments.

CORI/SORI Requirement

In order to promote security for library patrons and staff, prior to beginning as a volunteer, all applicants, aged 18 and older, are required to undergo a Criminal Offender Records Information/Sexual Offender Records Information (CORI/SORI) check as a final step in the volunteer screening process. In order to complete this process, applicants must provide information for a Massachusetts CORI/SORI Request Form with the Library Director to run a CORI/SORI check. The Library Director will set up a specific time with the applicant to complete the CORI/SORI application in person. To ensure strict confidentiality, the information is reported only to the Library Director as the CORI/SORI certified department representative. Volunteers who do not agree to the background check will be refused assignments. One-time Event Volunteers are not subject to the CORI/SORI screening process.

Minors

Volunteer applications are accepted for people 14 years and older. Anyone under the age of 18 must have a permission slip signed by a parent or guardian to volunteer at the library.

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 Assistant Director/Director.

The Board of Trustees reserves the right to amend this policy, and to rule on situations not specifically covered herein. The Board of Trustees and the Library Director shall review this policy as needed.

Approved by the Southborough Library Board of Trustees, 11/16/21.