

**Randall Library – Stow, MA**  
**100-00022 – Rev 02 – June 2018**  
**Volunteer Policy and Application**

Volunteer Policy & Application

Volunteers and student interns provide important support to the Randall Library staff and provide valuable service to the Town of Stow. Volunteers supplement but do not replace the work done by the library employees. Volunteers and interns perform a wide variety of tasks and the library is made more productive by their assistance. Agreement to use volunteers is made by the Library Director; volunteer schedules are then coordinated and overseen by other library staff members.

**The primary goals of the volunteer program are to**

- Allow citizens the opportunity to make a contribution to the Stow community
- Allow library staff to develop working relationships with citizens
- Maximize staff and library operations efficiency

Volunteers perform services of their own free will without financial remuneration. All volunteers must pass a Criminal Offenders Record Inquiry (CORI) check before beginning work at the library. A volunteer's work must be completed during regular library hours unless exceptions are approved by the Library Director. The following lists some of the tasks volunteers perform:

- Shelving library materials
- Organizing and cleaning shelves
- Assisting with events/programming
- Selecting and/or delivering books for Doorstep Delivery orders
- Assisting with special projects

Please note that volunteers do not work at library service desks.

**Selection of volunteers**

- Volunteers must be 14 years of age or older. Those under the age of 18 must have their volunteer application signed by a parent or guardian.
- 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.
- Prospective volunteers are required to complete a Volunteer Application Form. The Library Director will review the application and schedule an initial meeting if the application meets the requirements
- If there are no suitable volunteer opportunities available, applications will be kept on file for one year. Applicants may be called to volunteer if an opportunity and/or special projects arises during that time.

**Tracking hours**

- Volunteers must sign in and out the time they donated each day in the volunteer log.
- High school students may receive community service hours for volunteering at the library. Students must provide the proper paperwork from their school themselves and provide it to the volunteer supervisor.
- Stow residents who are over the age of 60 can use their volunteer hours at the library to participate in the Stow Tax Work-Off Program. Interested prospective volunteers are encouraged to visit the Stow Board of Assessors website for more information.

**Other guidelines**

- Volunteers are expected to act in accordance with library policies and to reflect positive customer services attitudes with all patrons
- Volunteers are expected to report to work at the scheduled time. Volunteers should notify the library as soon as possible if they will be late or absent.
- By law, a government agency cannot practice any form of discrimination. All library staff and volunteers must treat all people with dignity and respect.
- By law, all patron information is confidential; volunteers should not reveal any patron information to others. All personal information about volunteers is also confidential and for internal library use only.
- Volunteer staff who are shelving items are often asked for assistance locating items. Volunteers must use their best judgment when assisting patrons. When in doubt, volunteers should always seek the assistance of library staff.
- Volunteers should refer all policy questions from the public to a staff member.
- Volunteers should report any safety hazards or injuries immediately to a staff member
- To end a volunteer commitment, volunteers should notify their supervisor of that decision and the effective date.
- Nothing in this policy shall be deemed to create a contract between the volunteer and the library: both the volunteer and the Library have the right to terminate the volunteer's association with the library at any time, for any reason, with or without cause. There is no formal evaluation process for volunteers.

Reviewed on August 1, 2023

# Volunteer Application

Randall Library, Stow MA

Name \_\_\_\_\_

Address \_\_\_\_\_

Phone \_\_\_\_\_ Email \_\_\_\_\_

School (if applicable) \_\_\_\_\_ Grade \_\_\_\_\_

## I am seeking a volunteer position...

- To satisfy school/scholarship/graduation requirements\*
- To satisfy the Stow Property Tax Work-Off Program requirements\*
- To become a regular volunteer
- To be on call for special projects or events
- Other, please explain: \_\_\_\_\_

**\*Optional:** need to complete \_\_\_\_\_ hours by \_\_\_\_\_ (date)

## Please list any applicable skills, special interests, or work experience:

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## Physical Requirements

Volunteer duties may require bending, reaching, light lifting, standing, etc. Please list any physical limitations we should know about: \_\_\_\_\_

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**Please select what opportunities you would like to help with the most.** Please note that our most pressing needs are with reshelving books and shelf reading.

- Shelving library materials
- Organizing and cleaning shelves
- Assisting with events/programming
- Selecting and/or delivering books for Doorstep Delivery orders
- Teen advisory board (book recommendations, program planning)
- Other projects/duties as assigned by the director

### **Availability**

Please list the days and times that you are available (Tuesday through Saturday):

### **Emergency Contact**

Name \_\_\_\_\_ Relation: \_\_\_\_\_

Phone \_\_\_\_\_ Email \_\_\_\_\_

**By signing below, I agree to abide by the requirements as described in the Volunteer Policy.**

Signature of Applicant: \_\_\_\_\_ Date: \_\_\_\_\_

**If under the age of 18, parental consent is required:**

Signature of parent/legal guardian: \_\_\_\_\_ Date: \_\_\_\_\_

### **Questions**

If you have questions regarding volunteering, please ask at the library, email [randalllibrary@gmail.com](mailto:randalllibrary@gmail.com), or call us at (978) 897 - 8752. Thank you!