



VOLUNTEER HANDBOOK

Mary E. Bartlett Memorial Library

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I Introduction:

A volunteer performs tasks for the Mary E. Bartlett Memorial Library without wages, benefits, or compensation of any kind.

Volunteering at the library may be for either a long duration, such as ongoing projects and weekly duties, or for shorter periods of time to accomplish special projects. The library volunteer program depends on the cooperation of the entire staff and will only be continued as long as it is beneficial to the library, the town and the volunteers.

II Volunteer Policy:

Mary E. Bartlett Memorial Library welcomes the skills and talents of volunteers to support and extend the services of the library. Volunteers do not replace paid staff, but do assist with special projects and supplement existing services. Volunteers may be asked to perform any one, but not necessarily all, of the below listed tasks:

- Shelve books and other library materials
- Process new books (spine labels, book covers)
- Organize shelves
- Assist with children's Story Time, the Summer Reading Program, and other programs and/or events as requested
- Work on library grounds (garden, weed, etc.)
- Assist with projects
- Shift collection
- Assist with general housekeeping
- Assist with promotion of library programs and events
- Assist with other tasks as requested by the Director and/or the Board of Trustees

The number and type of volunteers accepted will be based on the amount of work and supervisory time available. Volunteers are selected based on their qualifications and the needs of the library at any given time. Selection, training, and supervision of volunteers is the responsibility of the Library Director and Youth Librarian/Assistant Library Director. All library volunteers will be asked to complete a

Volunteer Information Form that will be kept on file at the library. Volunteers interested in obtaining a paid position at the Library are subject to the library's employment process.

Mary E. Bartlett Memorial Library will abide by all New Hampshire state laws concerning volunteers at not for profit agencies. Volunteers must be aged 13 or older. In addition, minors may only work as volunteers with the written consent of a parent or legal guardian.

Volunteers are expected to have a good knowledge of the mission of the library and to operate within the stated policies and procedures. The Library's mission statement and its policies/procedures are made available to every volunteer. Volunteers are asked to keep a record of hours they work each week. They are also expected to maintain patron confidentiality.

III Volunteer Recruitment and Coordination:

The Library Director and/or Children's Librarian are responsible for supervising library volunteers.

A. Duties and Responsibilities:

1. advertise and promote the need for volunteers
2. collect applications and contact volunteers in a timely manner
3. arrange interviews and match the volunteers to jobs or departments
4. provide an orientation packet that includes a Volunteer Handbook, specific task descriptions, as well as the Mission Statement and Policies and Procedures for the library
5. coordinate training for each volunteer
6. regularly evaluate individual volunteers and the volunteer program
7. keep staff informed of any volunteer concerns/issues

B. Supervision of Volunteers: The Library Director and/or Children's Librarian will ensure the following minimum standards for supervising library volunteers are met:

1. provide a friendly and welcoming environment

2. provide the necessary resources to accomplish assigned tasks, including space, materials, training, etc.
3. provide open and convenient channels of communication
4. monitor volunteers' performance closely enough to be able to effectively identify problems
5. regularly evaluate individual volunteers and the volunteer program

C. Guidelines for Release of a Volunteer:

A specific series of steps will be followed before a volunteer is released when the release is not due to a shortage of work or supervision. When a problem is identified, the Library Director will meet with the volunteer, state the problem in clear and understandable terms, and will document the problem in writing. This document is to be signed by both the Library Director and the volunteer. A decision will then be made to have the volunteer either return to his/her task or request a different task. If the problem is such that changing the task of the volunteer will not solve the problem, this option will not be offered. Appropriate reasons for release include (but are not limited to):

- attendance issues
- problems addressed in the guidelines for volunteers
- not carrying out duties as stated in the task descriptions

IV Volunteer Guidelines:

A. Appearance and Behavior

Personal appearance should be consistent with the guidelines for library staff. Volunteers should dress appropriately for the job. Volunteers should represent the library in an appropriate manner to the public. Language must be appropriate and acceptable, and the content of discussions in public areas should exclude personal matters.

B. Schedule

Regular volunteers are expected to commit to a schedule that will be agreed upon by the volunteer and the Library Director. When a

volunteer is unable to work at the scheduled time, the library should be notified as soon as possible.

C. General Information

1. Volunteers should speak directly with the Library Director when they have a concern regarding assigned tasks. If you are not comfortable performing a certain task, please tell us -- we want everyone to be content with their volunteer service!
2. The library is a non-smoking building.
3. The library does not provide day care.
4. Volunteers are expected to notify the library of any changes in address or phone number.
5. Volunteers are expected to fulfill the duties of their task description as agreed upon with the Library Director.

V Volunteer Task Descriptions:

Display:

Tasks include creating/re-stocking timely displays at the request of the Library Director or Children's Librarian.

Requires: creativity, visual acumen, marketing ability, self-motivation.

Time: on a monthly/bi-monthly schedule or as needed; about 4-6 hours per month.

Materials Repair:

Duties include simple repair of damaged materials including books (binding, pages, covers, spine labels, pockets, etc.), video/audio cases, and cleaning book covers.

Requires: attention to detail.

Time: as needed, approximately 2 hours per week.

Housekeeping:

Duties include dusting, vacuuming, straightening materials and/or furniture, carting books left out.

Requires: self-motivation, the ability to perform and the enjoyment of cleaning/organizing.

Time: approximately 2-4 hours per week.

Gardening:

This outdoor work involves helping maintain the beauty of the library gardens and grounds.

Requires: a love of gardening/weeding; ability to do physical work and bending;
being outdoors.

Time: approximately 4- 6 hours per week.

Clerical:

These office-related tasks include: photocopying, organizing, and/or clipping articles related to the library from newspapers; preparing bulk mailings.

Requires: good organization skills, attention to detail, good communication skills;
ability to work independently.

Time: approximately 2 hours per week.

Homebound Delivery:

The main duty is to make deliveries of materials to library users in need of this service.

Requires: good communication skills, outgoing/friendly personality, transportation;
knowledge of delivery area, good driving record;
ability to work independently.

Time: approximately 2 to 6 hours over a two-week period.

Children's Services:

Duties include craft or activity preparation, regular clean-up (after programs).

Requires: attention to detail, ability to work independently, comfort level with children.

Time: determined by Children's Librarian, approximately 2-6 hours per week; potentially more during the summer or other busy programming times.

Teen Services: (for teenage volunteers)

Duties include assisting with programs for children, reading to children, and helping with homework.

Requires: strong commitment to schedule, comfort level with young children, appropriate skills to specific tasks.

Time: approximately 1-2 hours per week, potentially more during the summer or other busy programming times.

Technical Services:

Tasks include book processing (covers, spine labels, stamping, etc.), shelf-list maintenance, general organizing

Requires: attention to detail; ability to work independently.

Time: approximately 2-5 hours per week, or as needed.

Public Relations/Community Outreach:

Act as a Good Will Ambassador/ Representative of the library or provide information about the library at community activities/events.

Requires: outgoing and friendly personality;
strong commitment to schedule;
good communication skills.

Time: as needed.

This policy has been established by the Board of Trustees and is subject to periodic review and/or revision at the discretion of the Board.

Adopted by the Board of Trustees 03/18/19