Massena Public Library

Volunteer Policy

Purpose
Volunteerism can increase the Massena Public Library's ability to fulfill its mission by providing opportunities for direct public participation in Library services, strengthening the Library's relationships throughout the community, and enhancing the Library's ability to provide quality services to the public. It offers patrons a way to contribute to the community, fulfill personal goals, achieve a sense of satisfaction and learn more about the Library and value of public Library services.

The Massena Public Library welcomes and encourages members of the community to volunteer their time and talents to enrich library services.

Procedure
All patrons wishing to volunteer at the Massena Public Library are required to complete the Volunteer Application Form. Volunteer tasks will be assigned based upon Library need, the skills and interests of the volunteer and availability of staff time for supervision. Volunteers will only be notified if an appropriate task is identified for them. Not all volunteer applicants may be matched with a suitable task. All decisions to accept any volunteer is at the discretion of the Director. 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. Volunteer experience with the Massena Public Library does not increase the chance for paid employment.

The Library accepts volunteers requiring court ordered community service at the discretion of the Director. Court ordered community service volunteers are required to be interviewed by the Director prior to being accepted for service.

Volunteers under the age of 18 required to perform service for specific programs or otherwise wishing to volunteer at the Library are accepted at the discretion of the Director. A parent or guardian of a minor volunteer must sign the Volunteer Application Form for their child to volunteer at the Library.

Duties
Volunteers assist the paid Library staff in providing services beyond the scope of the regular Library budget and the regular duties of the paid staff. Volunteers will be assigned a specific task(s) by the Director and the Director or staff will provide volunteers with instruction or training on how to carry out that task.

Volunteers may not be used to establish and maintain new library services or to replace or reduce the number of paid staff. Regular Library staff duties outside of the tasks assigned to volunteers, such as requests for information by patrons, other than directional questions,

should be referred to staff at the Circulation Desk.

Volunteer Responsibilities

Volunteers should attend required training; log volunteer time; notify the Library as soon as possible if unable to volunteer at a scheduled time or to perform an agreed upon task; maintain a professional appearance in terms of dress and hygiene; and have a courteous manner while interacting with Library staff or patrons. Volunteers must follow all relevant Library policies, Including the Confidentiality of Library Records Policy, Sexual Harassment Prevention Policy and the Patron Conduct Policy. No compensation such as pay, medical, health, accident or worker's compensation is provided for any volunteer.

This policy was adopted by the Massena Public Library Board of Trustees on April 8, 2025.

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Volunteer Application Form

Name _____ Date of Birth _____

Address _____

Phone _____ Email _____

Emergency Contact & Phone _____

Community Service:
Are you seeking hours for court appointed community service? ____ Yes ____ No

If Yes: Total number of community service hours assigned _____

Total number of hours you would like to serve at the Library _____ Deadline _____

Do you need confirmation of hours served in writing? _____ Yes _____ No

For Minors:
Those under the age of 18 must have a parent/guardian sign this Volunteer Application Form.
Are you seeking hours for required community service for school or another organization?

_____ Yes _____ No If yes, how many hours? _____

For what reason _____

_____

Volunteer work preferred (please check all areas of interest):

_____ Adopt-a-Section (Shelf-Reading)
_____ Hold Volunteer
_____ Substitute Hold Volunteer
_____ Seasonal/Special Occasion Displays
_____ Other _____

_____ AV Material Cleaning and Repair
_____ Cleaning Books/Dusting Shelves
_____ Handyman
_____ General Clerical

Please list any skills and special knowledge you have which might be beneficial to the library,

e.g., clerical, computer, working with children, etc. _____

_____

_____

Availability:
Would you prefer to have a regular work schedule or work on special projects with a more

flexible time frame? _____

How many hours per week/month would you have to give to the Library? _____

Which days/times are you available to volunteer? _____

References (work, volunteer, personal):
Please give the names, phone numbers and relationship to you of three references who know of your interests and abilities.

1. _____
2. _____
3. _____

I understand that the Massena Public Library has the right to evaluate all applicants and will not accept a volunteer that would jeopardize the materials and services of the Library or the safety of the Library staff and patrons.

I understand that as a Massena Public Library volunteer I may come in contact with confidential information. I agree to protect this information in compliance with the New York State Civil Practice Law and Rules §4509 and will not divulge any information during or after my services as a volunteer.

I agree to abide by all Massena Public Library policies and procedures, including the Volunteer Policy, and understand that as a Library volunteer, I am a representation of the Library and must portray a positive image at all times.

Applicant's Signature _____ Date _____

Parent/Guardian Signature _____ Date _____

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Volunteer Agreement

Thank you for considering the Massena Public Library as a place to donate your time, knowledge, and abilities.

Volunteers are not Massena Public Library employees and do not receive salary, benefits, or other compensation. The Library agrees to provide you with

- Meaningful work assignments
- The same courtesy and respect accorded a staff member
- Training and supervision by a staff member
- Answers to your questions and feedback regarding your work

As a volunteer, I agree to

- Abide by all Library policies
- Maintain the confidentiality of all library and patron information and records
- Recognize the function of staff, maintain smooth working relationships with them, and stay within the scope of volunteer responsibilities
- Accept the guidance and decisions of staff
- Perform duties as assigned to the best of my abilities
- Record volunteer hours on volunteer time sheets
- Represent the Library while actively serving as a volunteer
- Respect and act courteously to all patrons and staff
- Release, waive, and discharge the Massena Public Library from any and all claims or liabilities resulting from my volunteer services. I hereby agree not to institute or assist in any action or suit at law or in equity against the Massena Public Library, its officers, employees, agents, or otherwise, for compensation, damage, loss or injury either to person or property, or both arising out of volunteer services.

Description of Volunteer Duties _____

_____

_____

Volunteer _____ Date _____

Director _____ Date _____

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