



VOLUNTEER POLICY

The Topsfield Town Library recognizes the important benefit of its volunteers and views them as a valued and respected resource.

Purpose of Policy

This policy will provide overall guidance and direction to staff and volunteers engaged in volunteer involvement and management efforts. Areas not specifically covered by this policy shall be determined by the Library Director and Board of Library Trustees.

Definition of Volunteer

A volunteer is anyone who, without compensation or expectation of compensation beyond reimbursement, performs a task or tasks on behalf of the Library. Volunteers are a crucial part of the Library team and the Library relies on their service for many tasks and projects.

The work assigned to the volunteers may augment but not take the place of paid staff positions and their job descriptions. Volunteers will not be used to fill interim library vacancies. The Town of Topsfield does not provide worker's compensation, medical or disability coverage, or liability insurance for volunteers.

Volunteer Application, Selection, and Supervision

The Library is responsible for assessing its own volunteer needs. The Library does not have the capacity to accept every interested volunteer applicant nor fill volunteer hours for those seeking service hours, nor should the Library be expected to do so.

Interested parties must complete a Volunteer Application. Applications will be kept on file for one year and will be reviewed when a need for a volunteer arises. The selection of the volunteer is at the discretion of the Head of Adult Services and respective library department heads along with the Library Director based on the needs of the Library. If there is an opportunity available for an applicant, the Head of Adult Services will contact the applicant for an interview. Volunteers (age 18+) also must pass a criminal offense records investigation (CORI) and sexual offender registry investigation (SORI) every 3 years.

Volunteers will be supervised by the Head of Adult Services, but may also be supervised by other library department heads or the Library Director. Tasks may be assigned by other staff members at the discretion of the department head. Initial orientation and training is overseen by the Head of Adult Services. Department-specific training will be conducted by the appropriate department head.

Specific expectations, training, and other information are available in the Volunteer Manual.

Minors as Volunteers

Potential volunteers that are at or above the age of 14 but have not reached 18 years of age must include the written consent of a parent or guardian with their application. All work assigned to a minor will comply with child labor standards.

General Expectations

As with paid staff, Trustees, and Friends of the Topsfield Town Library board members, volunteers are expected to understand the library environment and to conduct their volunteer work accordingly as a representative of the library during their service hours. All volunteers must follow the Anti-Harassment, Non-Discrimination and dress code policies set forth by the Town of Topsfield.

Volunteers should actively perform their duties to the best of their abilities. Volunteers will be given appropriate assignments and direction and will be recognized for their work.

Confidentiality and Privacy

Volunteers will not be asked to perform any tasks that may compromise patron privacy and confidentiality. This restriction includes, but is not limited to, access to the ILS, service desks, personnel records (including volunteer records), and other protected information.

Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer. Failure to maintain confidentiality will result in the termination of the volunteer's term of service and may prevent the volunteer from further volunteer opportunities at the Library.

Volunteer records

All active, inactive, and prospective volunteer records will be stored on a secure spreadsheet and the paper forms shredded once all data is added to the spreadsheet. Volunteer records may be kept for up to 7 years after volunteer service has ceased.

Dismissal

Failure to comply with the volunteer policy may result in dismissal from volunteer service by the Library Director which is final. Any dismissed volunteers will be credited for hours served.

Date	Reason for Revision
May 13, 2003	Policy created
February 12, 2025	Updated entire policy. Added logo.