

VOLUNTEER POLICY

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Resolution 2015-11

VOLUNTEER POLICY

Volunteers play an integral part in the operation of the Warren County Library System. The work performed by volunteers is intended to supplement that of library employees and does not serve as a replacement of library staff. As part of the library team, volunteers work with staff to enhance the library services in our community. Their energies and talents help fulfill our library's mission and allow the library to expand the scope, quantity and quality of the services it provides. Volunteers are library ambassadors in the community and through their work help to create a positive image of the library.

VOLUNTEER OPPORTUNITIES

All volunteer positions are unpaid and neither the County of Warren nor the Library provides any medical, health, accident or workers' compensation benefits for any volunteer. Volunteers will be placed based on their qualifications and the needs of the library without regard to gender, age, race, religious beliefs, and other protected categories under New Jersey and Federal law.

FRIENDS OF THE LIBRARY

The Friends of the Library (Franklin, Headquarters & Northeast Branch) is a non-profit group that supports the library by fundraising for special projects and services, capital projects and library programs. The Friends also assist the library by helping with programs and events at the library. Each Friends group raises money for their respective branch, allowing the branch to provide many services that could not be funded through their budget. The Friends of the Library have meetings at the branch and new members are always welcomed. See the library calendar of events for meeting dates. The Catherine Dickson Hofman Branch is served by a Trustee Board which provides assistance to the branch by fundraising and help with special projects and programs.

LIBRARY COMMISSION

The Library Commission is appointed by the Board of Chosen Freeholders and provides oversight to the operations of the library. The Library Commission is responsible for the hiring of the Library Director and approving library policies. Members of this volunteer board serve five year terms. Library Commission meetings are held at the Headquarters Branch and are open to the public. See the library calendar of events for meeting dates.

BRANCH VOLUNTEERS

Branch volunteers work with library staff and help with the operation of the library and the services it provides. Each branch has a variety of projects, programs and tasks that these volunteers assist with such as shelving library books, helping with library programs, tutoring students and teaching computer skills.

Library branches actively seek volunteers through a recruitment program and advertised volunteer opportunities. Volunteers may apply for a specific advertised opportunity, or submit an application for consideration for a future opportunity. Branch volunteers must be over the age of 18. Minors between the ages of 12 and 18 may join a special volunteer program "Volunteens" and participate in special volunteer opportunities for younger people. Minors must have their parent or guardian's permission to volunteer at the library.

Individuals who wish to volunteer at the library to fulfill a requirement for school, community group etc. will be considered for branch volunteer opportunities. Interested individuals should contact the library to discuss the scope of their volunteer requirement and available opportunities at the library.

BECOMING A BRANCH VOLUNTEER

In order to ensure a positive experience for branch volunteers, the library will prescreen applications and interview potential volunteers as a means of matching a candidate to a suitable volunteer opportunity. An interview does not necessarily indicate the availability of a suitable volunteer position, and not all applicants who are interviewed

will be selected. Volunteers will be selected based upon their qualifications, their ability to commit to a consistent schedule, the needs of the library at any given time, and the availability of staff to oversee volunteers.

As the library invests significant staff time recruiting and training new volunteers, the library will ask individuals for a 6 month commitment to a volunteer position. However both the volunteer and the library can terminate their association at any time, for any reason, without any cause being stated. The library requires criminal background checks for volunteers working with children or at-risk individuals, and the National Sex Abuse Registry will be checked for all applicants. The Library has the absolute right to decline anyone as a volunteer without cause or statement of reason. All costs for a required background check are paid by the library.

New volunteers will receive a job description, orientation and training. Volunteers are recognized by the public as representatives of the library and shall be guided by the same work policies and behavior codes as library staff in order to provide positive customer service. Volunteers are expected to comply with all laws in regards to patron privacy and confidentiality of library records.

Volunteers will coordinate with the library staff to establish a schedule when they will volunteer at the library. Volunteers will record their hours each time they report to the library and will contact the Branch Volunteer Coordinator or other designated library staff person, if they are unable to volunteer as scheduled.

All work performed by volunteers will be supervised by library staff. Volunteers should discuss any issues which may arise in the course of their time at the library with their Branch Volunteer Coordinator. Issues which cannot be resolved at the branch level should be addressed with the Library Director.

The Volunteer Coordinator will meet with a volunteer every 6 months to discuss their volunteer position.

VOLUNTEER RESPONSIBILITIES

1. To maintain confidentiality of library records as required by State law. N.J.S.A 18A:73-43.2
2. To behave in a professional manner at all times
3. To be dependable
4. To use time wisely and not interfere with the performance of others
5. To be willing to learn
6. To accept the guidance and decisions of staff
7. To understand and follow Warren County & Warren County Library policies and procedures
8. To record hours volunteered
9. To ensure the library has correct contact information
10. To give notice if you are unable to work scheduled hours, or if you cannot continue with your volunteer position

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