

Emmaus Public Library Volunteer Policy

Statement of Purpose

The Emmaus Public Library (EPL) shall use the services of volunteers/community service to supplement the efforts of paid library staff in meeting demands for quality public service. Volunteers are expected to act in accordance with library policies and to reflect positive customer service attitudes towards all library patrons.

Definitions

Volunteer – A “volunteer” is defined as an individual 12 years or older who, of his/her own volition provides services to the EPL without compensation. The library does not accept court-mandated volunteers. Individuals younger than 12 years or individuals in need of supervision can volunteer but must have a parent/guardian/teacher/aide with them during their entire volunteer shift.

How to Become a Volunteer

- All volunteers are required to fill out a Volunteer Application form.
- The library staff will review the completed application forms on a rolling basis.
- Volunteers are selected based on their qualifications and availability in relation to the needs of the library at any given time.
- Volunteers aged 18 years and over must provide a criminal background check and child abuse clearance in accordance with Pennsylvania state law.
- If a volunteer is not selected, he/she will be notified in a timely fashion, and his/her application will be kept on file for six months.
- Acceptance of an application is at the Library Director's discretion. The Library Director can refuse any volunteers for any reason.

Supervision

Volunteers at the Emmaus Public Library are considered to be under minimal staff supervision. EPL staff will be responsible for training and reviewing a volunteer's performance. After an adequate training period, volunteers should be able to complete assigned tasks with minimal EPL staff supervision. Supervision will be provided by any and all EPL staff members on duty. All volunteers should keep their supervisor informed of their projects and work status, and their other activities in the library. Volunteers are responsible for tracking hours of service in accordance with library policies and procedures.

Volunteers are ambassadors for EPL and need to present a positive image to the public. They must adhere to the policies and procedures established regarding work schedule, attendance, conduct, performance, safety procedures, and proper attire.

Dismissal

Volunteers may be terminated for failure to perform assigned job duties, failure to meet minimum standards of performance, or for violations of library rules. The Library Director and/or authorized library staff have the right to dismiss a volunteer at any time for any reason.