



## Volunteer Policy

Concord Free Public Library's ("CFPL") volunteer program gives members of the community an opportunity to support the mission and public service goals of the Library. Volunteers are usually selected for the completion of special projects or in a support role for paid staff. Volunteers are expected to adhere to all library policies and to provide a positive customer service experience while acting in their volunteer role.

### Categories

A volunteer is anyone who, without compensation or expectation of compensation beyond reimbursement for legitimate library-approved expenses, performs a task at the direction of and on behalf of the library. All volunteers will be interviewed, screened, and trained by a designated library staff member prior to performance of the volunteer assignment.

Per the Library's "Volunteer Criminal Offender Record Information (CORI) Policy," all prospective volunteers aged 18+ must successfully pass a CORI background check prior to beginning their volunteer work.

The volunteer program is overseen by the Assistant Director and coordinated with various staff members depending on the specific role. Volunteer roles within CFPL covered by this policy include:

- General Adult volunteers (aged 18+)
  - Will be coordinated by the Assistant Director
- Teen Volunteers (middle school and high school students)
  - Will be coordinated by the Teen Librarian (at the Main Library) or Head of Branch Services (at Fowler Library)
- Direct-to-You delivery volunteers (must be 18+)
  - Will be coordinated by the Direct-To-You staff coordinators and must have a valid US driver's license.
- Friends of CFPL book sorters
  - Will be coordinated by the Friends of CFPL.

### Selection

Volunteers are selected based on their qualifications in relation to the needs of the library at any given time and their ability to commit to a consistent schedule of volunteer hours. Volunteers usually work one shift of 1-3 hours each week. Selection of volunteers is the responsibility of the Assistant Director or their designee. Submitting a volunteer application does not guarantee placement in a volunteer role.

Prospective volunteers are required to complete a volunteer application and complete an interview with the Assistant Director or their designee. Before beginning any volunteer assignment, all applicants aged

18 or older must undergo a Massachusetts CORI (“Criminal Offense Records Investigation”) check, which will be administered by the Library. The results of all CORI checks are confidential. The CORI forms are completed at the time of interviews, if scheduled.

Volunteers working on special projects may be released from duty at the completion of their project, unless other arrangements have been made.

Volunteer applicants will be notified if a role suiting their interests and qualifications becomes available. If no suitable opportunities are available, applications will be kept on file for a period of one year. Applicants are welcome to reapply after their original application has expired.

Nothing in this policy shall be deemed to create a contract between the volunteer and Concord Free Public Library; both 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.

### **Roles and Responsibilities**

CFPL is committed to making the volunteer experience enjoyable and safe, and strives to match opportunities with the abilities and interests of volunteer applicants. Typical roles filled by CFPL volunteers include: pulling or reshelving library materials; assisting in preparation and organization of crafts and/or art supplies; retrieving and/or moving library materials under guidance of a staff member; and setup/cleanup of library activities. Library work involving use of library staff computers or access to patron records is unavailable to volunteers.

CFPL commits to:

- Offering training appropriate to the scope and demands of the assignment; this training will be provided by the individual staff member responsible for overseeing the volunteer’s work whenever possible.
- Providing feedback and appreciation to volunteers on an ongoing, informal basis.
- Maintaining confidentiality about all personal information provided by volunteers and volunteer applicants.
- Taking all appropriate and reasonable measures to ensure a safe working environment.
- Communicating changes to a volunteer’s work assignment or schedule (such as during Library closures) at the earliest possible opportunity.

Volunteer expectations are as follows:

- Agree to a consistent schedule of work, and track hours worked in the Volunteer Log
- Work only when adequate supervision is available
- Wear a name badge identifying themselves as a volunteer while on duty
- Notify the library as soon as possible when unable to complete a scheduled shift or assignment
- Perform assigned tasks to the best of their ability

- Refer patron requests (other than directional questions) to appropriate Library staff
- Follow all Library policies and procedures

### **Community Service**

Persons who seek volunteer assignments at Concord Free Public Library to meet a requirement set by an outside agency for the performance of community service shall be subject to the above recruitment and selection process and all other provisions of this policy.

*Approved by the Concord Free Public Library Committee November 4, 2025.*