



## **VOLUNTEER POLICY**

Library volunteers play an important role in Cheltenham Township Library System's (CTLS) mission to be the place where everyone in the community can access resources, share ideas, connect, learn and grow. Volunteers support and enhance the work of CTLS, enriching its programs and services. CTLS will make every effort to match a potential volunteer with meaningful work that considers their skills, experience, and personal goals.

Volunteers help with regular work on behalf of CTLS without promise or expectation of compensation. Volunteers are not a replacement for paid staff.

Volunteers are not considered staff, and no health, worker's compensation, and/or accident insurance is provided for volunteers.

## **Volunteer Roles**

Volunteers may be engaged in a variety of tasks, including but not limited to:

- Assisting with library programs and events
- Shelving books and organizing and locating materials
- Maintaining a safe, clean facility both inside and out
- Assisting during outreach and promotional activities
- Supporting administrative tasks and projects
- Assisting with special projects or tasks

Although CTLS makes every effort to match volunteers with roles that fulfill the needs of the library while taking into account the volunteer's skills and preferences, there is no guarantee that every or any task will be available at all times.

## **Application and Screening**

Interested individuals should complete a volunteer application form available at the library or on the library's website. CTLS accepts applications on a rolling basis. Volunteers are selected based on their qualifications in relation to the current needs of the library.

Selected applicants may be interviewed to determine their suitability for available volunteer positions. If there are no matching opportunities, applications will be kept on file for one year, after which time interested individuals are encouraged to re-apply. Some volunteer positions may require additional orientation or training sessions.

Volunteers between the ages of 14 and 17 must have parental permission. Generally, children under the age of 14 will not be permitted to volunteer, but exceptions may be made for group activities or special projects.

All library volunteers aged 18 and older are subject to Pennsylvania’s Child Protective Services Law (CPSL) passed in 2015 including obtaining PA Criminal Background Check, PA Child Abuse Clearance and either FBI Clearances or notarized affidavit. Information on obtaining clearances is available during the application process.

**Expectations of Volunteers**

Volunteers are expected to commit to an agreed-upon schedule and to notify library staff in advance if they are unable to fulfill their duties. Depending on the library's needs, volunteers may be asked to commit to a minimum number of shifts or hours.

As representatives of CTLS, volunteers should conduct themselves in a professional manner, adhering to all library policies and procedures, especially those relating to confidentiality of library records. Volunteers are not permitted to use staff computers. A volunteer who fails to meet job requirements or violates library policies and expectations will be dismissed.

Volunteers must wear a volunteer badge provided by the library. Volunteers will not be allowed access to non-public areas of library facilities when not volunteering.

**Supervision and Support**

CTLS will provide volunteers with clear expectations, feedback, and the resources needed to complete their duties. Volunteers are encouraged and expected to ask questions and seek assistance whenever needed.

Should an assigned role not be a good fit for an individual volunteer, CTLS will counsel the volunteer and attempt to find a more suitable role, however, CTLS cannot guarantee the availability of volunteer roles. Both the library and the volunteer can terminate their relationship at any time, for any reason, without cause being stated.

CTLS is committed to providing volunteers with the support they need to be successful. CTLS staff will provide volunteers with guidance, training, and feedback throughout their service, and welcomes feedback from volunteers.

<b>Title</b>	Volunteer
<b>Date Approved</b>	2004
<b>Revisions</b>	2024
<b>Review Date</b>	2027