EASTTOWN LIBRARY

POLICY AREA: PERSONNEL

POLICY NAME: VOLUNTEER POLICY

ADOPTED: 5/15/2013

LAST REVIEWED: 4/24/2026

Easttown Library (Library) welcomes the services of volunteers to supplement, but not replace, the efforts of paid staff in meeting demands for quality public service. Library volunteers are expected to act in accordance with library policies and to reflect positive customer service attitudes to all library patrons.

Under the guidance of the Executive Library Director (Director), the Department Head will determine the volunteer needs and roles within their department. Selection will be based on library needs and applicant qualifications.

A volunteer is considered to be any individual, 14 years or older, who contributes time, energy, and talents directly or on behalf of the Library and is not paid with library funds. All volunteers must be accepted by the Department Head and/or Director prior to performance of assigned tasks.

Guidelines

• Volunteers must complete a volunteer application form and will be selected based on experience, fit for the position, needs of the Library, and a mutually convenient schedule. • Volunteers must be at least 14 years old and have their own transportation arrangements to and from the library.

• Volunteers between the ages of 14-17 must have signed parental consent to volunteer at the library.

• Volunteers are scheduled for specific times based on the needs of the Library. If a volunteer is unable to keep their scheduled shift, they are to call in advance so we may make other arrangements for that time frame. If a volunteer is consistently absent without notifying the Library, the Library reserves the right to assign another volunteer those service hours.

• Volunteers may only perform the tasks they have been assigned and trained to complete. Other than directional questions, volunteers should direct all questions raised by patrons or others to a staff member.

• Patron information is protected by law and volunteers are expected to respect and maintain confidentiality at all times.

• Any injury occurring to a volunteer on the Library premises should be reported immediately to the Person in Charge.

• Volunteers ages 18 and older will need to submit their Pennsylvania State Police Criminal Background Check, Pennsylvania Child Abuse Clearances, and a fingerprint based federal criminal history (FBI) clearance with an effective date within the past 36 months. If the volunteer has lived in the state of Pennsylvania continuously for the past 10 years, they may fill

out the affidavit affirming so in lieu of completing the FBI fingerprint clearance. All volunteers 18 and over will be required to obtain clearances every 60 months.

• If a volunteer is arrested for or convicted of an offense that would constitute grounds for denying participation in a program, activity or service, or is named as a perpetrator in a founded or indicated report, the volunteer must provide the Director with written notice not later than 72 hours after the arrest, conviction or notification that the person has been listed as a perpetrator in the statewide database.

• Library owned equipment and supplies are for Library use only and may not be used for personal business.

• In general, the Library is unable to provide accommodation of requests by offenders needing to perform court-ordered community service. The Director reserves the right to fulfill or deny such requests at their discretion.

• Volunteers agree that the Library may at any time, for whatever reason, decide to terminate the volunteer's relationship with the Library, or to make changes in the nature of their volunteer assignment.