



Pelham Public Library  
24 Village Green  
Pelham, NH 03076  
Telephone: (603) 635-7581  
[www.pelhampubliclibrary.org](http://www.pelhampubliclibrary.org)

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## **VOLUNTEER POLICY**

### **Purpose**

Volunteers are a vital part of the Library who are able to provide additional support services to Library staff or work on special projects. The Library offers volunteer opportunities for individuals living or working in Pelham, and teen volunteer opportunities to fulfill required community service for High School. The use of volunteers by the library is beneficial to the community by providing an opportunity for area residents to participate in the community or to accumulate documented hours of volunteerism.

### **Conditions**

To comply with New Hampshire Department of Labor Laws, the Pelham Public Library uses volunteers to supplement and compliment, but not to replace, the efforts of paid Library staff. Library volunteers may help extend and enhance the work of paid staff but will not be utilized to displace any paid employees from their positions. Volunteers will not have access to confidential patron information in accordance with NH RSA 201-D:11 Library User Records; Confidentiality. Volunteers will not be placed in positions that could jeopardize the library's ability to operate if a volunteer failed to report to work.

The Library is not under any obligation to accept specific offers of volunteer help. Acceptance will depend on the library's need, applicants' qualifications or skills, availability of staff to supervise, and other factors that would be considered for any paid employee. The library will comply with any NH Dept. of Labor rules and all applicable laws governing work conditions and restrictions that apply to volunteers, such as but not limited to Youth Employment Laws.

### **Application Process**

1. Prospective volunteers will be asked to fill out a Pelham Public Library Volunteer Application. All teen applicants must be between the ages of 14-18 will need to fill out and complete the Volunteer Application form and have it approved by the Head of Teen Services & Marketing and the Library Director.
2. Teen volunteers aged 14 or 15 will need to complete Request for NH Youth Employment Certificate form. Teen volunteers aged 16 or 17 will need to complete a State of NH Department of Labor Parental Permission form.
3. Volunteers shall be recruited without regard to any individual's age, race, creed, color, national origin, religion, marital status, sexual orientation, gender, physical appearance, socioeconomic level, education level, or any other legally protected characteristic.
4. The Pelham Public Library will not accept court-appointed volunteers.
5. If the volunteer's qualifications, interests, and schedule match an available volunteer position at the Library, they will be notified of the opportunity. Placement of an applicant may not always be

possible. Applications not matching any current openings will be kept on file for one (1) year from the date of submission.

### **Supervision and Training**

- The Library will provide training and supervision needed for successful completion of any task assigned. At times, staff may postpone an activity or training, or request a change in schedule due to variations in Library activity levels and staff availability
- Volunteer assignments will be organized by staff at the Pelham Public Library.
- Special volunteer opportunities may be developed for teen volunteers as recommended by, and under the supervision of the Head of Teen Services & Marketing with the Director's approval.
- The Library Director and Head of Teen Services and Marketing will periodically evaluate the effectiveness of the volunteer program to ensure that the Library is receiving full benefit from it.
- Volunteers are covered by the town of Pelham's insurance policy.

### **Responsibility of Volunteer**

- All volunteers are required to follow the Library's Behavior Policy. Volunteers who do not adhere to the Library's Policies or procedures may be subject to dismissal.
- Volunteers shall never work with children or vulnerable persons without supervision by Library staff.
- No volunteer shall be given a task that compromises confidentiality of services.
- No volunteer shall be given any task that compromises health or safety.
- Respect confidentiality of library use by others, as required by NH RSA 201-D:11 Library User Records; Confidentiality
- The Library reserves the right to reassign or end assigned tasks at any time.
- The volunteer may at any time decide to terminate their agreement to work, or decline to perform any particular task suggested by staff.
- Reasons for termination of a volunteer's help may include but are not necessarily limited to: lack of staff time to supervise, changing needs, lack of skills to match activities needed, or unacceptable behaviors such as those described in the Code of Conduct Policy.

### **Adult Volunteers**

- Adults interested in volunteering should contact the Friends of the Library in Pelham (FLIP) through their email address available on the Library website under the heading "FLIP".