

Forbush Memorial Library welcomes and appreciates all volunteers and strives to make their experience meaningful and enjoyable.

A volunteer is someone from the community who, without compensation or the expectation of compensation, performs assigned tasks under the direction and supervision of library staff. Volunteer contributions enhance and expand the library's goals of public service and bring a variety of experiences that make the library an asset to the community.

There are multiple categories of volunteers. Some volunteers want to donate time to help in the day to day running of the library or provide home delivery of library materials to at-home/homebound patrons. Some are volunteers who are working toward satisfying the requirements of the Town of Westminister's Senior Tax Relief Work Program, and some are fulfilling the terms of referred community service. In addition, there are opportunities for youth volunteers in the Children's Room.

Volunteers are responsible for maintaining confidentiality of ALL library information, per the library's Privacy and Confidentiality Policy.

If there are no suitable volunteer opportunities available when an application is submitted, the library keeps applications on file for future opportunities or special projects.

General volunteers

Forbush Memorial Library volunteers are recognized by the public as representatives of the library and will be guided by the same work and behavioral policies as employees. They must adhere to the library's rules of conduct, drug and alcohol, and sexual harassment policies. It is expected that each volunteer's dress and hygiene will be appropriate for a business environment.

Volunteers do not replace paid staff but donate their time and skills to supplement services provided by paid staff. While volunteers are not paid library employees of the Town of Westminister, they are considered municipal employees subject to the Conflict-of-Interest Law. (Massachusetts General Laws Chapter 268A)

<https://malegislature.gov/Laws/GeneralLaws/PartIV/TitleI/Chapter268A>

Volunteers are selected based on their qualifications and the needs of the library at any given time. Volunteers will receive training, if necessary, for duties not previously performed during their volunteer work. Volunteers will be supervised by the Library Director or other staff members during their shift. Duties may include, but are not limited to:

- Shelving material
- Photocopying and other office tasks
- Assisting with events
- Light cleaning
- Garden tasks

Please note that volunteers do not work at library service desks.

From time to time, volunteers may witness behavior of library patrons that does not seem in compliance with library policies. Volunteers should not intervene unless the immediate safety of persons or property is in danger. Concerns about behavior of library patrons should be brought to the attention of the library staff who will evaluate the situation and

act as needed.

Requirements:

- Volunteers must submit a Volunteer Application Form.
- Volunteers must pass a Criminal Offense Records Investigation (CORI)
- Volunteers must commit to a regular schedule
- Volunteers must notify the library as soon as possible if a shift cannot be worked

Books on Wheels: Homebound Delivery Volunteers

The library's Books on Wheels service enables the library to provide outreach and delivery of books to patrons who are not able to access the library. Homebound delivery volunteers are responsible for delivering and returning books for at-home/homebound patrons. Volunteers should recognize the limitations of their own schedules and be careful not to accept a commitment that they cannot reasonably expect to fulfill. To qualify as a volunteer for this program, you must be physically able to deliver library materials, possess a valid Massachusetts state driver's license, sign a release of liability, and have proof of current auto insurance.

Requirements:

- Volunteers must submit a Books on Wheels Volunteer Form

Senior Tax Relief Work Program

Senior citizens who fit certain income requirements may apply for the Senior Tax Relief Work Program in return for volunteer service. Forbush Memorial Library does not play a role in the placement process. Approved volunteers are placed at Forbush Memorial Library by the Town of Westminister. The town will attempt to accommodate the interests of the volunteer, but it may be possible that a volunteer will not be assigned to their first choice.

Requirements:

- Applicants must meet age and income requirements as determined by the Town of Westminister.
- Applications may be picked up at the Westminister Council on Aging Senior Center, 69 West Main St., Westminister, MA 01473.

Referred volunteers

To meet the needs of those required to perform community service under the supervision of a local not-for-profit organization, the Forbush Memorial Library will accept volunteers under the following conditions:

- A Volunteer Application Form must be submitted
- A CORI check has been completed
- Suitable work and appropriate supervision are available
- The volunteer's background does not involve predatory criminal activity

The library reserves the right to terminate any volunteer at any time for any cause by notification to the referring agency or court.

Youth Volunteers

Youth volunteers for the Children's Room will be accepted based on library needs and as current staffing permits.

Application Requirements:

- Applicants must be at least fourteen (14) years of age
- Applicants must complete a Volunteer Application Form specifying that they want to volunteer in Youth Services and including the signature of a parent or legal guardian

Volunteer Requirements:

- Volunteers must commit to a regular weekly schedule
- Volunteers must notify the library as soon as possible if a shift cannot be worked

Youth volunteers may also have opportunities to assist with library or Friends of Forbush Memorial Library events on an as-needed basis. These events include, but may not be limited to, book sales sponsored by the Friends. Volunteer activities may include setup, breakdown, shelving books, and moving boxes of books.