

# Framingham Public Library

## Volunteer Program Guide



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# Library Mission Statement

The Framingham Public Library provides an open, unbiased environment and upholds the public's right of equal access to information and services. We encourage and contribute to the civic, intellectual, and cultural pursuits of the community.

*Through guidance, resources, and programs, we meet the diverse needs of individuals and groups using traditional and innovative technologies.*

The Library provides a friendly physical environment that serves as a community meeting place, encouraging curiosity, free inquiry, and lifelong learning.

As a vital community asset, the Library recognizes our responsibility to actively and broadly promote awareness of our resources and services.



# Statement of Appreciation

Thank you for considering a volunteer position at the Framingham Public Library. As a service to our community, the gift of your time and abilities is greatly appreciated.

Volunteers may serve in many ways. We try our best to match your interests with our needs. We want you to feel that your experience with us is both worthwhile and satisfying as you contribute to our mission and goals.

## Overview and Benefits

The Volunteer Program at the Framingham Public Library serves as a meaningful opportunity to give back to our community.

***As a volunteer, you develop valuable knowledge and skills which you can use in the future.***

You become part of a team and learn what the Library offers to the community. Lastly, you gain an understanding of the inner-workings of libraries.

## Commitment to Volunteers

The Framingham Public Library appreciates and respects the commitment of our volunteers. We respect your time, interests, and skill sets.

We provide a welcoming environment and appropriate training. We make ourselves available for questions and concerns.

# Contact Information

**Deb Hinkle**

Assistant Director &  
Volunteer Coordinator  
508-532-5570 x 4620  
dhinkle@minlib.net

**Lena Kilburn**

Director  
508-532-5570 x4357  
lkilburn@minlib.net





# Requirements

You must be at least 14 years old to volunteer at the Framingham Public Library. If a volunteer is under the age of 18, a parent or legal guardian needs to sign the application. We ask all volunteers to complete an emergency contact form.

Volunteers are selected based on their qualifications in relation to the project and their availability to volunteer on a consistent basis. You must submit a [volunteer application](#) and when an appropriate opportunity becomes available, you will be contacted for an interview.

All volunteers 18 years of age and older are subject to a [Criminal Offense Records Investigation \(CORI\) Policy and Procedures](#) per the City of Framingham. Depending on your placement in the Library, an additional skills test may be required.

Volunteers on duty are subject to any city-issued health and safety directives that apply to paid staff, such as properly wearing a mask when in the Library or other city facilities.



# Expectations

## **SCHEDULING AND PLACEMENT**

Volunteers are assigned to a specific department and report to that department supervisor. Volunteers work with their supervisor to create a regular schedule. Shifts are generally in blocks of 1 to 2 hours.

The Library staff depend upon volunteers to come to work according to their schedule. Please contact your supervisor as soon as possible if you are late or unable to volunteer on your scheduled day.

## **TIMESHEETS AND SHIFTS**

Volunteers sign in on a timesheet, retrieve their badge, and discuss their assignment with their supervisor. At the end of the shift, volunteers sign out and return their badge to the Library.

## **CUSTOMER SERVICE & LIBRARY REPRESENTATION**

Framingham Public Library strives to provide the highest level of customer service. When you volunteer, you are a representative of the Library and are expected to professionally interact with all patrons and staff.

You may answer directional questions; however, if you receive a library-specific question, please accompany patrons to the appropriate area and explain that the staff is trained to thoroughly answer any questions regarding library services.

## **DRESS CODE**

When you are working as a volunteer, you represent the Framingham Public Library to the community. Please dress appropriately.

## **RESIGNATION**

Please provide your supervisor with a 2 week notice if you can no longer volunteer.

## **DISMISSAL**

Supervisors and Volunteer Coordinators work with volunteers to resolve any issues; however, if issues cannot be resolved, volunteers may be dismissed if assignments cannot be completed or if library policies are violated.

## **HOLIDAYS AND EMERGENCY CLOSINGS**

The Framingham Public Library is closed on all Federal holidays. In the case of closing due to inclement weather, your supervisor will inform you.

***Thank you for your interest in volunteering at the Framingham Public Library! Both your time and effort are greatly appreciated.***



# Example Volunteer Opportunities

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## **BOOKMOBILE**

- » Assisting in the facilitation of programs
- » Maintaining collections
- » Creating displays
- » Neatening and organizing

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## **CIRCULATION & COLLECTION**

- » Maintaining collections
- » Creating displays
- » Neatening and organizing

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## **CHILDREN'S**

- » Assisting in the facilitation of programs
- » Maintaining collections
- » Labeling
- » Preparing craft materials
- » Reading buddies
- » Recording virtual instructional sessions for crafts/projects

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## **HOMEWORK CENTER**

- » English, Portuguese, and Spanish tutors for K-12 students
  - » Assist students with school, homework, and projects
  - » Facilitate book groups
  - » Read aloud and along with students to improve fluency and reading comprehension
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**LITERACY UNLIMITED**

- » One-to-one tutoring for adult learners to improve English speaking, reading, and writing (in-person or remote)
- » Lead a small group of adult learners to improve English conversation skills (in-person or remote)
- » Written translation assistance (in-person or remote)

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**PROGRAMMING**

- » Assisting in the facilitation of programs
- » Interpreting (written or oral)
- » Preparing spaces and materials

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**SPARKLAB  
MAKERSPACE**

- » Assisting in the facilitation of a SparkLab training or program
- » Leading a SparkLab training or program

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**TECHNICAL SERVICES**

- » Book processing
- » Labeling
- » Maintaining materials

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**TECHNOLOGY**

- » Offering walk-in assistance for technology

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**YOUNG ADULT**

- » Assisting with the YouTube channel
  - » Maintaining collections
  - » Creating displays
  - » Neatening and organizing
  - » Recording virtual instructional sessions for crafts/projects
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*“Today a reader,  
tomorrow a leader.”  
-Margaret Fuller*



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