

Framingham Public Library

Volunteer Program Policy

Overview

The Framingham Public Library Volunteer Program provides service opportunities to the members of our community. The Library appreciates those who are willing to share some of their time with the community, and believes volunteers play an integral role in enhancing and enriching its services and opportunities available to the City of Framingham. The mission of the FPL is to provide an open, unbiased environment to uphold the right to equal access to information and services. Volunteers will encourage and contribute to the Library's mission of providing civic, intellectual, and cultural pursuits of the community. The Library is a vital community asset, upheld by the efforts of our volunteers and our community.

Application and Selection Process

Prospective volunteers must complete the [application form](#). When an opportunity becomes available, applicants will be contacted for an interview. Volunteers are selected based on their qualifications in relation to the project and their availability to volunteer on a consistent basis. All volunteers 18 years of age and older are subject to a [Criminal Offense Records Investigation \(CORI\) Policy and Procedure](#) per the City of Framingham.

All volunteers must be 14 years and older. Any volunteers under the age of 18 must have a consent form signed by a parent or guardian.

Volunteers who seek assignments to meet a requirement set by an outside agency are subject to the same application and selection procedures.

Roles and Responsibilities

Volunteers provide support to staff with various assigned tasks throughout the Library. 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. Volunteers represent the Library while involved in Library activities and are expected to follow the rules of the Library paid staff. Volunteers can be released from their duties at any time at the discretion of the program coordinators and library administration.

Volunteers must sign in at the beginning of their day and wear a volunteer badge during their shift. Access to non-public areas is only allowed during a shift. Volunteers will not be allowed to perform activities that could reveal confidential patron information (including the use of the Integrated Library System).

Supervision and Training

The Assistant Director coordinates the volunteer program and is available to discuss any concerns or questions. Volunteers are assigned specific tasks and receive training in their assignment from the staff member who directly supervises their work. Volunteers will receive job training, completion of volunteer hours, and experience working in a professional environment.

Scheduling

Volunteers will be scheduled to work a consistent schedule, depending on the needs of the Library. Volunteers may only work when adequate supervision is available. Volunteers are expected to report regularly and in a timely manner. If volunteers expect to be absent or late, they should notify their direct supervisor.