



PO Box 580, Bernville, PA 19506

610-488-1302

Volunteer Policy

Statement of Purpose

The Bernville Area Community Library (BACL) shall use the services of volunteers/community service to supplement the efforts of paid staff in meeting demands for quality public service. Volunteers are expected to act in accordance with library policies and to reflect positive customer service attitudes toward all library patrons.

Definition of a Volunteer

One who performs a service of his or her own free will; one who contributes time, energy and talents directly or on behalf of the Bernville Area Community Library and is not paid by library funds.

How to Become a Volunteer

- All volunteers are required to fill out a Volunteer Application form
- Volunteers are selected based on their qualifications in relation to the needs of the library at any given time
- Volunteers over the age of 18 who work directly with children must provide a criminal background check and child abuse clearance in accordance with Pennsylvania state law. All clearances will be at the expense of the volunteer and can be reimbursed after the volunteer has completed 24 hours of service to the library.
- If applicable, reference checking is required before any candidate can begin an assignment.
- If the volunteer is not selected, his/her application will be kept on file for six months.
- Volunteers under the age of 18 must have their application signed by a parent or legal guardian.
- Acceptance of an application is at the Library Director's discretion. The Library Director can refuse volunteers for any reason.

Guidelines for Volunteers

- If you are unable to fulfill your volunteer shift due to illness or emergency, or are running late, please call the Library at 610-488-1302 as soon as possible.
- If you are no longer able to volunteer, notify the Director.
- The library cannot be held responsible for personal materials.
- Volunteers should dress appropriately for customer contact in a public library.
- Volunteers should limit telephone calls while on duty.
- Volunteers are responsible for maintaining the confidentiality of all library information. Library customer information – written, verbal, or visual – is considered confidential. Information pertaining directly or indirectly to any staff member, library patron, or another volunteer shall not be repeated or discussed inside or outside of the library. Failure to maintain confidentiality will result in immediate termination.
- The library will, upon request, provide letters of reference, if deemed appropriate.
- Volunteers are prohibited from being under the influence of, using, possessing, selling, or otherwise being involved with illegal substances or alcohol.

Dismissal

Volunteers may be terminated for failure to perform assigned job duties, failure to meet minimum standards of performance, or for violations of library rules. The library Director has the right to dismiss a volunteer at any time for any reason.

Court Ordered Community Service Requests

Requests by offenders needing to perform court-ordered community service must be submitted in writing for approval by the Board of Trustees at its regularly scheduled meeting. The request must include: the reason for court-ordered community service, the number of hours needed, and any deadline by which the hours of service must be completed. Upon Board approval, the library Director will contact the individual to schedule the service hours based upon the library's need.

The library **will not** accept individuals who have been charged with a felony including but not limited to the following:

- Theft of any kind, including larceny, embezzlement, shoplifting, etc.
- Violence of any kind
- Illegal drug charges of any kind
- Sexual charges of any nature including indecent exposure, etc.
- Harassment
- Fraud
- Any crimes against children

Once the Board of Trustees has approved the request:

- Hours must be scheduled according to the library Director's availability.
- Community Service volunteer must be supervised by the library Director at all times.
- Community Service volunteer must call 24 hours in advance to reschedule their hours. Those who do not show up and do not call in advance will not be able to complete their service at the library.
- The library Director reserves the right to cancel the Community Service Agreement at any point at his/her discretion.