

Hamburg Public Library Volunteer Policy

The Hamburg Public Library shall use the services of volunteers to supplement the efforts of paid staff in meeting demands for quality public service. They are not to replace the work done by library staff. Volunteers are expected to act in accordance with library policies and to reflect positive customer service attitudes toward all library patrons.

How to Become a Volunteer

- All volunteers are required to fill out a Volunteer Application
- Volunteers must be at least 13 years old. Any volunteer under the age of 18 will need the signed permission of a parent or legal guardian.
- Volunteers are selected based on their qualifications in relation to the needs of the library at any given time.
- Volunteer tasks include shelving and reading shelves, assisting the children's librarian preparing crafts, cleaning books and other projects as directed.
- 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.
- Acceptance of an application is at the Library Director's discretion. The Library Director can refuse volunteers for any reason.

Supervision

Supervision will be provided by all Hamburg Library staff. Volunteers should direct any questions to a staff member.

Volunteers are ambassadors for the library and need to present a positive image to the public. They must adhere to the policies and practices established regarding work schedule, attendance, conduct, performance, safety procedures, and proper attire, including refraining from the use of cell phones while volunteering.

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.