

# **Merrimac Public Library**

## **Library Volunteer Policy**

If you would like to get involved with the Library as a volunteer, please read our Volunteer Policy and submit a completed Volunteer Application that can be found on our website. We try to find unique opportunities that match each volunteer's strengths and preferences. If you have any questions, please contact the Library Director.

### **STATEMENT OF PURPOSE**

The Merrimac Public Library utilizes volunteers to enhance public service to the community. Volunteers provide important support services to paid staff and work on special projects. They do not replace paid staff. Services provided by volunteers go a long way towards helping the library reach its maximum potential.

### **SELECTION OF VOLUNTEERS**

Volunteers are selected based on their qualifications in relation to the needs of the library at any given time, and based on their ability to commit to a consistent schedule of volunteer hours. Selection of volunteers is the responsibility of the Library Director and the Head of Youth Service.

### **TYPES OF VOLUNTEERS**

**Community Volunteers:** Students and individuals may inquire about volunteer opportunities at the library. The Library will give priority to volunteers who can work on a regular schedule. Volunteering assignments at the Library may count towards community service. Please complete the Volunteer application that can be found on the Library Website.

**Senior Citizen Tax Work-Off-Program Volunteer:** Under this program, local property owners over the age of 60 volunteer to provide services to the Town of Merrimac in exchange for a reduction on the amount paid on their property tax (calculated from the budgeted amount for the program, the number of real estate's property owners who signed up to work the program, the required hours to be worked, and paid at the Massachusetts Minimum Wage hourly rate). This program is administered by Elder and Human Services/Council on Aging, as authorized by votes of Town Meeting and the Select Board en pursuant to Chapter.59, section 5K of the Massachusetts General Laws and DOR IGR 02-210.

### **GENERAL GUIDELINES**

Prospective volunteers are required to fill out an application form and will be interviewed by a library staff member. The Library will make every effort to match volunteers to the available

jobs. Merrimac Public Library reserves the right to deny a volunteer position to anyone it feels is unqualified for the available jobs based on the application and interview.

- The Merrimac Public Library cannot guarantee a permanent schedule. We will do our best to work with a volunteer's availability based on what works for the library.
- The number and type of volunteers accepted is based on the amount of work available.
- Work schedules and specific hours will be arranged by each volunteer and the library staff person/department they are assigned to.
- Volunteers who cannot complete a scheduled work time will inform library staff as soon as possible.
- Volunteers will be assigned to a staff member who will explain their duties and be available to help them with any questions/concerns.
- Volunteers are required to attend an initial orientation and training session.
- Volunteers will keep an accurate record of their time donated in the Volunteer Notebook.
- Volunteers will perform assigned tasks to the best of their abilities.
- The library will supply a generic "volunteer" name tag to wear while on duty.
- All personal information about volunteers is confidential and for internal library use only.
- **Volunteers are responsible for maintaining the confidentiality of all library information.**
- **Volunteer grievances involving library staff, other volunteers, or patrons will be handled through the Library Director.**
- Volunteers will refer patron requests for information to library staff.
- Volunteers are representatives of the Library and are loyal to the goals, policies and mission of the library.
- Volunteers are not allowed to answer phones or check patrons in/out unless adequately trained and explicitly told to do so by their supervisor.
- The Volunteer and the Library have the right to terminate the volunteer's association with the Library at any time, for any reason, with or without cause.
- The Merrimac Public Library does not discriminate in the terms, conditions, or privileges of volunteering on account of race, age, color, sex, gender, national origin, physical or mental disability, or religion or otherwise as may be prohibited by federal and state law.

## **VOLUNTEER TASKS INCLUDE**

Tasks that may be performed by volunteers are, but not limited to:

- Light cleaning of the book shelves and wiping down keyboards, etc.
- Clean CDs/DVDs
- Shelving library materials
- Shifting collection to make more room.
- Shelf reading
- Special projects. **Some task may require lifting over 30lb**

*Approved by the Merrimac Public Library Board of Trustees, March 17, 2026*