

# VOLUNTEER HANDBOOK



## Table of Contents

<b>WELCOME</b>	<b>3</b>
<b>ABOUT WALLINGFORD PUBLIC LIBRARY</b>	<b>4</b>
Our Mission, Vision, Values	4
Contacts	4
<b>LIBRARY POLICIES AND PRACTICES</b>	<b>5</b>
Code of Conduct	5
Confidentiality of Library Records	7
Library Services for Minors	10
Non-discrimination	11
Policy on Photography and Recording in the Library	12
Social Media Policy	13
<b>VOLUNTEER SPECIFIC POLICIES/PROCEDURES</b>	<b>14</b>
Volunteer Policy	14
Attendance & Punctuality	14
Background Checks	14
Cancelled/Rescheduled Events or Tasks	15
Cell Phone Use	15
Drug & Alcohol Use	15
Emergency Procedures	15
Fragrances are Prohibited	17
Personal Appearance	17
Safety	17
Smoking	17
Service Hour Approval	17
Volunteer Appreciation and Recognition	18
Volunteer Types, Tools, and Roles	18

Volunteer Termination	18
When at the Library	19

## WELCOME TO WALLINGFORD PUBLIC LIBRARY

Thank you for volunteering at Wallingford Public Library. We understand that there are many places in our community where you can donate your valuable time and we are honored that you have chosen to do so at the Library. The service our volunteers provide is critical to our success as an organization. You make this a better library and we are grateful!

You were selected to volunteer at Wallingford Public Library because we believe you have the qualities we look for in our volunteers: dedication, thoroughness, and a commitment to the Library's mission and values. We strive to make Wallingford Public Library a pleasant place for you to volunteer and a place where you know that your efforts are appreciated.

This handbook has been prepared to help acquaint you with the Library's purpose and basic policies and practices. As you read this handbook and become more familiar with Wallingford Public Library, we encourage you to ask questions and to make suggestions for improving your volunteer experience.

We are delighted to have you on our team!

Sincerely,

**Sunnie Scarpa**  
*Director*

**Janelle Rosales**  
*Volunteer Coordinator*

### ***NOTICE AND DISCLAIMER***

*This volunteer handbook is designed to acquaint you with Wallingford Public Library and provide you with information about the Library and some of the policies. You should read, understand and comply with all provisions of this handbook. Under this relationship, neither the volunteer nor the Library is bound to continue the relationship if either chooses, at its will, to end the relationship at any time, for any reason, with or without notice.*

## ABOUT WALLINGFORD PUBLIC LIBRARY

### Our Mission

- Connect people with ideas, experiences, and with each other to inspire, enrich, and inform.

### Our Vision

- A hub where all are welcome.
- An educator through programs, services, and collections.
- A leader evolving with the changing needs and interests of our community.
- A convener collaborating with partners to collectively serve the community and maximize resources.

### Our Values

- Access: We provide and facilitate equal access.
- Excellence: We excel in the customer experience and resources provided.
- Diversity, Equity, Inclusion, and Kindness: We treat all people fairly, respectfully, and with dignity and compassion.
- Personal Growth: We provide opportunities for people to discover, grow, and achieve their life goals.
- Innovation: We actively seek opportunities to be forward thinking and serve the public through new ideas and methods.
- Responsibility: We offer high quality services in a safe, secure, and fiscally responsible environment.
- Joy: We foster an atmosphere of curiosity, beauty, humor, creativity, and fun.

### Contacts

Wallingford Public Library-

200 North Main St.

Wallingford, CT 06492

Voice: (203) 265-6754

Text: (203) 903-8447

Typical Hours: M-F: 9:30am-9:00pm

Sat: 9:30am-5:00pm

Summer Hours: M-TH: 9:30am-9:00pm

Fri: 9:30am-6:00pm

Sat: 9:30am-1:00pm

Volunteer Coordinator-

Voice: (203) 284-6458

Text: (203) 684-2873

Email: [Jrosales@wallingfordlibrary.org](mailto:Jrosales@wallingfordlibrary.org)

## LIBRARY POLICIES AND PRACTICES

### Code of Conduct

Wallingford Public Library exists to provide open access to its resources and services. Library patrons are expected to respect the rights of other patrons, library staff, and library property. The policy of the Wallingford Public Library is to require that all patrons act in a manner that complies with the functioning of the library's code of conduct as set forth below.

- Intermittent conversation, at a low level, is permitted. Loud or continuous conversations or those disruptive to others is considered inappropriate behavior. Quiet cell phone conversations are permitted as long as they do not disturb others.
- Minors in fifth grade or lower must have a responsible family member or caregiver available in the building while the minor is using the library. Minors under the age of six must have a responsible adult within sight at all times. Please see the Library Services for Minors Policy for full details.
- Adults are allowed in the children's room when they are accompanying a minor or when they require access to the children's collection.
- Adults are welcome to use the computers and seating areas located in the teen area when school is in session. When school is not in session this area is exclusively designated for the use of middle and high school students. Exceptions may be made for tutors when appropriate.
- Non-alcoholic beverages are permitted in spill-proof containers. Food, except at special functions, may only be consumed in the lower lobby.
- The library is not responsible for personal items that are lost, stolen, or damaged on the premises.
- If an offensive or noxious odor associated with a library patron interferes with the use of the library by others, the library staff may require such patron to leave the premises.
- Service animals specifically trained to aid a person with a disability are welcome. Emotional support animals and pets are not permitted.
- Shoes and attire that covers all private anatomy are required.

The following are strictly prohibited in the library and on its grounds:

- Smoking, vaping, use of e-cigarettes or tobacco products, alcohol, marijuana, or illegal drugs anywhere on the premises.
- Littering.
- Making unreasonable use of the rest rooms, including laundering clothes and bathing.
- Damaging, defacing, or misusing any library materials or property. This includes disabling library equipment, changing the hardware or software settings on a library computer, or using a library computer for a purpose other than that designated by the library.
- Carrying weapons of any kind, except by law enforcement personnel.
- Using a bicycle, skates, skateboard, scooter, or anything similar in an unsafe or unreasonable manner.

- Soliciting, petitioning, canvassing, proselytizing, selling of any goods, or use of the Library as a primary business location without permission from the library director or designee.
- Threatening or engaging in physical or verbal abuse toward library staff or patrons.
- Harassing or disturbing others by:
  - using obscene or abusive language or gestures
  - staring at another person with the intent to annoy that person
  - following another person around the building
  - playing audio equipment so that others can hear it
  - singing, talking, laughing, or yelling loudly
  - displaying unacceptable behavior that causes staff or patrons to feel harassed or threatened
  - displaying, broadcasting, and/or webcasting content that is illegal or causes staff or patrons to feel harassed or threatened
  - behaving in a manner which can reasonably be expected to disturb any other person
- Leaving packages, backpacks, luggage, or any personal items unattended.
- Any unlawful behaviors.
- Refusing to comply with any staff member's instructions or attempt to enforce these rules.

Failure to adhere to the Code of Conduct may result in loss of library privileges. Visitors who do not follow the library's Code of Conduct can be asked to leave and can lose their library privileges. They can also be arrested or be subject to other legal action.

Revised and approved by the Library Board of Managers on January 22, 2024.

## Confidentiality of Library Records and Patron Privacy Policy

Wallingford Public Library recognizes that privacy is essential to the exercise of free speech, free thought, and free association. In this library, the right to privacy is the right to open inquiry without having the subject of one's interest examined or scrutinized by others.

### Confidentiality of Library Records

Confidentiality exists when a library is in possession of personally identifiable information about users and keeps that information private on their behalf. Wallingford Public Library circulation and registration records are strictly confidential and are to be used only to conduct library business. Patrons may access their own records from a link on the Library's website.

The records of patron use of library resources; materials or services are confidential per the laws of the State of Connecticut. Section 11-25 (b) of the General Statutes of Connecticut states, notwithstanding section 1-210, records maintained by libraries that can be used to identify any library user, or link any user to a library transaction, regardless of format, shall be kept confidential, except that the records may be disclosed to officers, employees and agents of the library, as necessary for operation of the library. Pursuant to this statute, and as recommended by the American Library Association and the Connecticut Library Association, the Wallingford Public Library recognizes the following information as confidential:

1. Circulation records, including but not limited to, titles and number of items checked out, held on reserve, overdue, or borrowed from another library through interlibrary loan;
2. Borrower registration records that are prerequisite to issuing library cards and permitting individuals to borrow library materials.
3. Computer-traceable or stored information or records of what library patrons viewed on the Internet while using the library's public access computers.

These records may be revealed only as follows:

1. To the individual named in the record;
2. To the parent or legal guardian of a minor (defined by the State of Connecticut as any person below the age of 18), the party made financially responsible for damages or losses to the library caused by the minor;
3. As requested by an agency of the federal, state, county or local government or to any other person only when a court order or search warrant requiring disclosure has been entered by a court of competent jurisdiction or persons acting within the scope of their duties in the administration of the library.

### Surrender of Records

As a public institution, the library is legally required to comply with information requests pursuant to a congressionally-approved law titled "the Uniting and Strengthening America by Providing Appropriate Tools Required to Intercept and Obstruct Terrorism Act," commonly known as the USA Patriot Act. In providing information pursuant to this act or by another court order, the Library shall follow the following procedures.



1. Any requests for information regarding a library user are to be referred to the library director, or designee, who will explain the library's policy and the Connecticut law.
2. If the library staff member is presented with a subpoena, he/she is to refer the presenter to the library director or designee, who is to contact the library's attorney to verify its validity and advise the library of what action to take.
3. If the library staff member is presented with a search warrant from a law enforcement officer, he/she is not to interfere with their search and seizure. The staff member is to contact the library director, or designee, as soon as possible after a search warrant has been served so that the director may ask the officer to allow them to consult with legal counsel and to ask that the library's counsel be present during the search. Whether or not the law enforcement official agrees to await the arrival of counsel, the library's attorney should be contacted. Library staff shall not interfere with a search conducted with a search warrant. A search warrant must be specific as to the information requested. Information outside of the scope of the search warrant should not be released.

#### Records beyond the Library's Control to Keep Confidential

The library's automated system, including its circulation records, borrower registration records, and automated catalog system is connected to an offsite vendor system. Eradication of all patron information at these offsite locations cannot be guaranteed. In addition, the library has no control over data that a library computer user sends to another computer server during an Internet session and, although transactions are erased regularly, data can remain on the hard drive of a computer, thereby allowing sophisticated software to locate and retrieve the data at a later time. In addition, national security systems or computer hackers may possibly monitor computer searches.

#### Library Security Cameras

Selected areas of the library are equipped with video cameras for the protection and safety of patrons, employees, and property and to identify persons breaking the law or violating the library's code of conduct. A sign is posted at the library entrances informing the public that video cameras are in use. Camera placement shall be determined by the library director. Cameras shall not be placed in areas where there is a reasonable expectation of privacy, such as toilet areas within restrooms or the staff room, nor are they positioned to identify a person's reading, viewing, or listening activities in the library. Cameras will record activities in real time and images will be saved to the camera server's hard drive. The storage system allows for images to be stored for 14 days but no longer than 21 days. Cameras will not be monitored continuously by library staff. Access to the stored images is restricted to the library director and designated library managers, who may review the archived materials in the course of evaluating incidents of suspected criminal activity, threats to the safety of patrons or staff, matters related to litigation, or violations of the library's Code of Conduct. Authorization to view stored images may be granted by the library director or his/her designee(s) when there is reason to believe that a breach of security, a threat to safety, or a violation of law has occurred.

The library director, or authorized library managers, upon notice to the director, may ask other town personnel, including the police, to review recorded images when such participation may contribute to the assessment of security concerns related to a specific incident. Access is also allowed to any agency of the federal, state, county or local government pursuant to a subpoena, court order, or when otherwise required by law. All

law enforcement requests for access will be referred to the library director or, in his or her absence, the manager in charge.

Adopted by Board of Managers March 19, 1979. Revised January 19, 1981, March 22, 2004, June 24, 2013, November 26, 2024.

## Library Services for Minors Policy

Service to children, teens, parents, guardians, and adults working with minors is an important part of the library's mission. It is not the library's function or purpose to provide supervision or care for minors. Parents and/or guardians should be aware that the library is a public building open to all individuals. The following policy is intended to communicate the library's concern for the safety and welfare of the minors it serves.

- Minors in fifth grade or lower must have a parent, guardian, or responsible caregiver available in the building while using the library. Minors under the age of six must have a parent, guardian, or responsible caregiver within sight at all times. Minors in sixth grade and above may use the library unaccompanied by an adult. Parents and guardians are responsible for the safety and conduct of their teen while on library premises, whether or not they accompany their teen to the library.
- Minors, like all library users, are required to respect library property, and act in a manner appropriate to the use and function of the library (see Code of Conduct). Minors of any age who are not using the library appropriately, or who require excessive staff attention or supervision, may be asked to leave the library. The guardians of these minors may be notified, and if necessary, asked to stay with them during future library visits.
- Guardians are expected to be aware of the opening and closing times of the library, bearing in mind that these can and do change. Power failures or other emergencies can occur and require unexpected evacuations of the building. Minors left alone in the library, or on library grounds could be vulnerable. Every effort will be made to contact a guardian prior to closing. If a minor in fifth grade or lower is left at the library after closing time, the police will be called. Under no circumstances will a staff member offer to drive a minor of any age home. Use of the Children's Room and Teen Area by Adults

### Use of the Children's Room and Teen Area by Adults

- Adults are allowed in the Children's Room when they are accompanying a minor, when they require access to the children's collection, or by special permission of Library staff.
- Adults are welcome to use the computers and seating areas located in the teen area when school is in session. When school is not in session this area is exclusively designated for the use of middle and high school students. Exceptions may be made for tutors when appropriate.

Revised and approved by the Library Board of Managers on January 22, 2024

## Non-discrimination Policy

Wallingford Public Library is committed to equal opportunity principles in access, services, and employment. The Wallingford Public Library does not discriminate against individuals on the basis of race, color, sex, sexual orientation, gender identity or expression, marital status, religious creed, disability, age, genetic information, veteran status, ancestry, national ethnic origin, or any protected status under state and federal laws.

Adopted by the Board of Managers, September 27, 2021

## Policy on Photography & Recording in the Library

The following rules apply to photography, filming, audio recording, and other forms of recording on library premises:

- Tripods, stands, and other equipment (including flash or other lighting equipment) that obstruct passageways or interfere with the use of library facilities may not be used.
- Photographing, filming and audio recording of library patrons, staff, and programs is permitted as long as the recorder does not disrupt others' use of the library facilities or resources.
- Recorders are encouraged to be respectful of library patrons and staff and to seek verbal permission from everyone who is identifiable in the image/audio file.
- Photographs, video, and other recordings for commercial purposes require written permission from both the subjects and the library director.
- In order to document events or enforce library policy, the Library staff is authorized to take photographs as needed. The Wallingford Public Library also takes photos and videos of our events and programs to share with the community. Photos and/or videos may be uploaded to the library's website and social media platforms including Facebook, Instagram, Twitter, and YouTube. If you would like your photo to be removed from our website or social media accounts, please inform us in writing. Where possible, please provide a link to where your photo is displayed.
- The library has an open door policy for news media photographers and reporters who are doing stories or research about the library.
- The library permits research photography of its materials and resources, however, researchers are responsible for obtaining their own permissions when photographing copyrighted materials in the library.
- The library staff reserves the right to terminate any photo or filming session that appears to compromise public safety or security, that can be construed as harassment by those whose image is being captured, or that interferes with the provision of services to the public.

Adopted by Board of Managers on January 27, 1997, revised March 28, 2005, January 27, 2020.

## Social Media Policy

Wallingford Public Library (WPL) defines social media as any electronic platform that enables interaction among organizations, groups, and individuals through user-generated digital content and media.

Social media content will be created by WPL staff members to assist in fulfilling our mission of “connect[ing] people with ideas, experiences, and with each other to inspire, enrich, and inform.” They may also share or repost content generated from community partners or other organizations and individuals when that content is deemed relevant to fulfilling this mission.

Although comments and posts are welcome on WPL’s social media platforms, it does not intend to create an open forum through its social media presence. Postings containing any of the following may be removed:

- Obscene comments or hate speech; including, but not limited to, racist or sexist comments
- Harassing, abusive, or threatening language
- Potentially libelous statements
- Commercial messages or spam
- Postings made through a falsification of identity
- Private, personal information of another person without appropriate consent or authority
- Soliciting, petitioning, canvassing, proselytizing, selling of any goods or services, or listing the Library as a primary business location without permission from the library director or designee
- Any illegal activity
- Photos or other multimedia files that may fall into any of the above categories

By interacting with WPL’s social media channels, users agree to these rules. The Wallingford Public Library accepts no liability for public comments.

While we welcome and make every attempt to respond to questions and comments through various social media messaging services, we maintain that these message services are not a primary outlet for official library correspondence. We instead encourage library users to contact the library in person, by phone, by text, in writing, or via email.

The Wallingford Public Library does not have staff exclusively dedicated to social media activities and therefore we are unable to continuously monitor interactions on our social media platforms; however, staff members make reasonable attempts to moderate during business hours. Concerns about social media activity should be directed to the Library Director at: [sscarpa@wallingfordlibrary.org](mailto:sscarpa@wallingfordlibrary.org)

Adopted by Board of Managers 6/24/24.

## VOLUNTEER POLICIES AND PRACTICES

### Volunteer Policy

Wallingford Public Library uses volunteers to enhance public service to the community. Volunteers provide important support services to the staff and/or work on special projects for the Board of Managers.

Volunteers are selected based upon their qualifications, availability, and the needs of the library at any given time. Volunteers work with and are trained and supervised by library staff and/or other volunteers. Supervisors of volunteers are responsible for ensuring that the volunteers' work is satisfactory and may remove a volunteer from any job or activity that is not performed satisfactorily. Volunteer work schedules and time commitments are arranged between each volunteer and their supervisor, and those who are unable to meet a scheduled work assignment should inform the supervisor in advance.

Library staff and board members may establish job descriptions and applications for volunteers as needed.

Approved by the Board of Managers, May 18, 1998. Revised and approved by the Board of Managers, January 26, 2009. Revised and approved by the Board of Managers, February 28, 2022.

### Attendance & Punctuality

At Wallingford Public Library, we appreciate your commitment to volunteering. In the event that you are not able to volunteer or are running late on a given day, please give notice to the Volunteer Coordinator and any affected parties. For example, if you are volunteering in the Children's Department, please inform both the Volunteer Coordinator and the Children's Department in the case of absence/tardiness. This can be done by calling Wallingford Public Library's main line at (203) 265-6754 or at the parties' extensions if they are known. We may not be able to extend ongoing volunteer opportunities if you have excessive absences without notice or are consistently tardy to a point in which volunteer task completion is affected.

### Background Check

Adult volunteers looking to work directly with children in an unsupervised setting are required to pass a State of Connecticut criminal background check.

A State of Connecticut Motor Vehicles background check is required for all volunteers who use their personal vehicles for library business.

Prospective volunteers must submit the information required for the library to conduct the background check. Volunteer assignments will not begin until the background check is complete.

## Cancelled/Rescheduled Events or Tasks

There are times when sickness, weather or other unexpected situations come about where volunteer events or tasks may have to be cancelled/rescheduled. In the case that an event or task is cancelled/rescheduled, volunteers will be notified via email or text message to the provided email or phone number.

## Cell Phone Use

We realize that the use of cell phones may assist in volunteer tasks. To ensure productivity, volunteers are asked to limit cell phone use: brief and occasional use is acceptable. Excessive use of the cell phone is an inappropriate use of Library time and is not acceptable. Excessive use is determined by observation of Volunteer Coordinator or supervisors. If a volunteer is observed to be excessively using their cell phone at the Library, service hours for that time may not be approved.

## Drug and Alcohol Use

Drug and alcohol use is highly detrimental to the safety and productivity of volunteers in the Library. No volunteer may be under the influence of any illegal drug, alcohol or marijuana while in the Library or while operating equipment owned by Wallingford Public Library.

The unlawful manufacture, possession, distribution, transfer, purchase, sale or use of alcoholic beverages or illegal drugs while on Wallingford Public Library property or while operating equipment owned by Wallingford Public Library, is strictly prohibited. Failure to comply with these policies may lead to disciplinary action like volunteer suspension of tasks. Volunteers may use physician-prescribed medications, provided that the use of such drugs does not adversely affect job performance or the safety of other individuals in the Library.

## Emergency Procedures

### Emergency Closings

Occasionally severe, inclement weather conditions may warrant the closing of Wallingford Public Library. If the Library closes early or has a delayed opening due to severe, inclement weather conditions or other emergencies, volunteers can be made aware through the Library website ([wallingfordlibrary.org](http://wallingfordlibrary.org)), social media platforms such as Instagram and Facebook, and our main number ((203) 265- 6754).

Any volunteer who judges that their safety is endangered by weather conditions may notify the Library that they do not intend to volunteer that day.

### Evacuation Procedures

In case of fire or other emergency requiring evacuation, do not use the elevator. Please exit the building using the nearest available exit.

### Fire Safety

If you discover a fire:

- Help confine the fire by closing doors.



- Report the fire immediately by pulling one of the manual fire alarm boxes. This will sound alarms throughout the building and notify the fire department and the police department. If the alarms do not work, call 911. The library's automatic fire alarm system with heat and smoke detectors is also programmed to alert the fire department 24-hours-a-day.
- Notify a staff member.
- Leave the building per the evacuation procedure. Once out, stay out.
- Do not reenter the building until the fire department has given permission to the person-in-charge.

If you hear the fire alarm:

- Follow the evacuation procedure.
- Stay calm. Close doors but do not lock them.
- Follow the instructions of the person-in-charge.
- Go out the nearest exit. If the nearest exit cannot be used due to fire or smoke, use an alternate exit.

### **Lockdown Procedure: Missing Child**

In the case of a missing child, volunteers must alert the nearest staff member as soon as possible. Please connect parents/guardians to said staff member. Follow instructions of person-in-charge.

### **Lockdown Procedure: External Event**

In the case of an external event: Staff will request that all people attempting to leave the building remain inside. Follow instructions of person-in-charge.

No one may enter the building until an "all clear" is announced.

### **Procedure for Ill or Injured Person**

In the case of an ill or injured person, volunteers are asked to alert the nearest staff member. Additionally, volunteers are asked to assist the staff member with necessary paperwork involving said ill or injured person to the best of their ability.

*No medication may be supplied by the library, nor should library staff or volunteers give aspirin or other medicine from their personal supply to patrons under any circumstances.*

### **Hurricane or Tornado Warning**

In the event of a warning of imminent danger, public and staff will descend to the lower level hallway for safety. Follow instructions of person-in-charge.

### **Other Emergency Scenarios**

In the case of power failure, gas odor, explosions, water emergencies/damage, or any other urgent, unexpected, and/or dangerous situation that poses an immediate risk to health, life, property, or environment and requires immediate action: report to a staff member as soon as possible.

## Fragrances Are Prohibited

Medical evidence clearly shows that scented products are harmful to the health of sensitive individuals. In sufficient concentrations scented products may be harmful to those with allergies, environmental sensitivity or chronic heart or lung disease. In considering the health needs and concerns of those sensitive and non-sensitive alike this is a scent-free Library. Please help us to accommodate our patrons, volunteers, and employees who are chemically sensitive to fragrances and other scented products by limiting use of fragrant materials on your person and in your area while at the Library.

## Personal Appearance

Acceptable personal appearance is an ongoing requirement of volunteering at the Library. Volunteers are expected to dress in a manner that is typically acceptable in comparable public service surroundings. Volunteers should not wear any inappropriate attire that does not present an appearance suitable for a library environment. Inappropriate attire includes any attire that contains any profane, derogatory, obscene, or vulgar language or art. Additionally, volunteers are expected to wear clean and practical footwear suitable for public service assignments.

## Safety

Your safety and security matters to us. **If anyone or anything is making you feel unsafe in anyway** during the course of volunteering: **please inform the Volunteer Coordinator or the person-in-charge.** Volunteers with ideas, concerns or suggestions for improved safety in the Library are encouraged to raise them with the Volunteer Coordinator.

Volunteers are expected to obey safety rules and exercise caution in all activities. Volunteers should report any unsafe condition to the Volunteer Coordinator or the person-in-charge.

In the case of accidents that result in injury, regardless of how insignificant the injury may appear, volunteers should notify the Volunteer Coordinator or the person-in-charge who may ask you to complete an injury report.

## Smoking

In keeping with Wallingford Public Library's intent to provide a safe and healthy environment, smoking and vaping, and smokeless tobacco products are prohibited on the grounds. This prohibition applies equally to all employees, patrons, vendors, volunteers and visitors.

## Service Hour Approval

We understand that a huge part of volunteering is service hours. Wallingford Public Library gladly assists its high school student volunteers with approved service hours. Adult volunteers looking for community service opportunities will be considered on a case by case basis dependent on Library needs and capabilities at the time.

Service hours should be approved by the Volunteer Coordinator. In order for these service hours to be approved, a volunteer must be signed in on the volunteer sign in form reflecting said hours. Please request service hour approval **at least one week before the service hours are due** as time is needed to confirm them. Service hours may not be

approved if it is found that Library time was not used appropriately which is determined by the individual, Volunteer Coordinator or other, overseeing the volunteer event or task.

## Volunteer Appreciation and Recognition

We are very appreciative to those who choose to donate their time to the Library. Adult volunteers are invited to a yearly Volunteer Recognition Event in the Spring.

## Volunteer Types, Tools, and Tasks

We are so happy to offer volunteer opportunities for all kinds of folks at Wallingford Public Library. The volunteer types include:

1. Adult Volunteer- Long-term volunteering for adults beyond high school.
2. Student Volunteers- Long-term volunteering for students in high school. Students in grades before high school are not able to volunteer at the Library.
3. "Volunteer for the Day"- Short-term volunteering intended for students in high school.

We use a rolling application process, meaning applications are reviewed as received and are held for one year.

Wallingford Public Library uses various tools to maintain the volunteer program. These tools include:

- Task Management Software- Student volunteers may use specified software to sign up to complete tasks in exchange for service hours.
- Text Line- Volunteers may receive text reminders unless indicated otherwise.

Volunteers assist with various types of events and tasks. These tasks include but are not limited to:

- Art
- Book Seller
- Board of Managers
- Collaboratory
- Marketing
- Outdoor help
- Program Help
- Programming
- Seed Library
- Social Media
- VITA Greeter

## Volunteer Termination

Either the Library or a volunteer may choose to terminate this relationship at any time, for any reason, with or without notice although notice would be appreciated. Adult and student volunteers looking to exit the program should inform the Volunteer Coordinator.

Volunteers may be asked to exit the program if they display consistent absence/tardiness, inactivity or unsatisfactory work.

Once a volunteer has exited the program, they must submit a new application to reenter the program.

### **When at the Library**

When you come in to volunteer at Wallingford Public Library, please be sure to sign in/out on the volunteer sign in form. Please put on the appropriate volunteer badge and return when finished.

Thank you for joining us  
as a volunteer at  
Wallingford Public Library!

