

# **Volunteer, Student & Senior Tax Worker Policy**

## **Statement of Purpose**

The Reuben Hoar Library welcomes those who wish to volunteer their knowledge and skills to the provision of public library service. Volunteers are a valuable part of the library's relationship with the community it serves. Volunteers supplement, but do not replace, the work done by employees. They may perform a wide variety of duties, a range defined largely by the talents and interests of the volunteers and where the library can make productive use of their assistance.

A volunteer shall be considered as any individual, 12 years of age or older, who contributes time, energy and talents directly to or on behalf of the Reuben Hoar Library.

## **Types of Volunteers**

**RAY GRANDE SCHOLARSHIP RECIPIENT:** Any High School Junior or Senior that is a resident of the Town of Littleton chosen to receive the annual Ray Grande Memorial Scholarship by the Library Trustees.

**COMMUNITY VOLUNTEERS:** Students, members of organizations, and individuals may inquire about volunteer opportunities at the library. The Library will give priority to volunteers who can work on a regular schedule but will also keep a list of people who are interested in assisting at one-off events. Volunteer assignments at the Library may count towards academic credit, community service, or merit awards for outside organizations.

**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 Littleton in exchange for a reduction on the amount paid on their property tax (calculated from the budgeted amount for the program, the number of 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:  
<https://www.littletonma.org/928/Senior-Tax-work-Off-Program>.

## **Supervision**

The Office Coordinator and Senior Circulation Librarian are responsible for day-to-day management and guidance of a volunteer's work and will be available for consultation and assistance. Volunteers should feel free to ask any questions of this person or report any problems or concerns about their assignment.

Volunteers are expected to perform their assigned duties to the best of their abilities and to be loyal to the mission, values, goals and policies of the library. All volunteers are required to sign in the Volunteer Hours Record Book their name, date and the hours contributed each time they volunteer at the library.

## **Job Orientation and Training**

Before beginning a volunteer assignment, the Office Coordinator will be responsible for the following:

- Take the volunteer on a tour of the building;
- Introduce volunteer to library staff;
- Advise volunteer of the staff member who will be their supervisor;
- Review library and volunteer policies;
- Review job duties and expectations;
- Provide training on any new skills needed to perform assigned tasks;
- Review locations of parking, restrooms, water fountains, first aid kits, and places for personal items such as purses/coats, etc.
- Submit a CORI form and have it approved (for volunteers that are working unsupervised with children)

## **Volunteer Opportunities**

Tasks that may be performed by volunteers are listed below; however, not all opportunities are available at all times.

- Shelve books and other materials
- Cut out materials for crafts/displays
- Retrieve items on pull lists (requested materials)
- Clean CDs/DVDs
- Count puzzle pieces for puzzle swap
- Clean shelves
- Read shelves for items out of place
- Assist the Children's Department with programs, including summer reading, story time, crafts
- Join Young Adult Department "Teen Advisory Group"
- Assist the Young Adult Department with creative room displays, craft kits, program materials
- Assist Friends of RHL at book sales or other events

## **Number of Volunteers**

The number and type of volunteers accepted is based on the amount of work available. Volunteers should notify the Office Coordinator as soon as possible if they know they will be late or absent.

## **Behavior and Dress Code**

Volunteers are responsible for maintaining the confidentiality of all library information. They must respect the privacy of library patrons and staff.

Volunteers are a public representative of the library and their behavior must be professional. Talking with friends, using the Internet, texting, talking on a cell phone, etc. must wait until the end of the shift.

Many tasks involve reaching, bending, or cleaning, so volunteers should dress practically. The library will supply a generic “volunteer” name tag to wear while on duty, which must be easily visible for safety reasons.

### **Safety**

Volunteers are asked to be alert at all times to safety hazards and to report unsafe acts or conditions to their supervisor. Volunteers should also notify their supervisors of any assignment which causes physical discomfort or which could lead to personal injury. All injuries, whether minor or serious, must be reported directly to your supervisor or the Office Coordinator.

### **End Volunteer Service**

To end a volunteer commitment, please notify the Office Coordinator of that decision and the effective date. The Library Director reserves the right to end a volunteer commitment if the volunteer is not fulfilling their duties.

### **Sexual Harassment**

All volunteers, employees, supervisors, and members of management are strictly prohibited from sexually harassing or making improper advances towards other volunteers, guests, employees, supervisors. Sexual harassment includes unwelcome or unsolicited verbal, physical, or sexual conduct that is made a term of condition of service or employment, is used as the basis of employment or advancement decision, or has the purpose or effect of unreasonably interfering with work or creating an intimidating, hostile, or offensive environment. Any sexual harassment needs to be reported immediately to the volunteer’s supervisor or the Office Coordinator.

The Reuben Hoar Library will not discriminate in the terms, conditions, or privileges of volunteering on account of race, color, gender, national origin, religion, ancestry, age, sexual orientation, gender identity, disability, maternity leave, genetics, active military or veteran status, or another basis prohibited under state or federal anti-discrimination statutes.

Approved by  
Reuben Hoar Library Trustees  
July 31, 2025