New Berlin Public Library Volunteer Policy

Volunteering for the New Berlin Public Library can be a rewarding and exciting experience. Volunteer time, energy and goodwill are invaluable assets to the Library because volunteerism enhances the Library’s ability to fulfill its mission by providing opportunities for direct public participation in library services. Volunteerism also strengthens and deepens the Library’s relationships throughout the community. Volunteer opportunities offer citizens a way to contribute to the community, fulfill personal goals, achieve a sense of satisfaction, and learn more about the Library.

Volunteers help the New Berlin Public Library expand and enrich its services. Volunteers will not be used to replace the work done by paid library staff.

We support the effective utilization of volunteer time and talent as a way to:

- Assist staff, as needed, in critical daily tasks
- Add services of value to new and existing programs
- Promote public awareness of library services
- Increase involvement and support of the Library by the public

The volunteer program serves the needs throughout all Library departments and services.

Volunteers shall be recruited without regard to any individual’s age, race, creed, color, national origin, religion, marital status, sexual orientation, gender, physical appearance, socioeconomic level, education level or any other legally protected characteristic.

Volunteers under the age of 18 must have parental approval and cannot work more than four (4) hours per day. Generally, the Library will not accept volunteers under the age of 13. Youth volunteers may not work without direct supervision by a staff member or an adult volunteer who has successfully completed the volunteer application process, including a background check.

Volunteers may not:

- Perform activities that could reveal confidential patron information
- Use the Integrated Library System (ILS)

Volunteers are expected to conduct themselves as if employed by the Library and must adhere to the policies and practices established regarding work schedule, attendance, conduct, performance, safety procedures, proper attire, etc. Volunteers can be released from volunteer duties at any time at the discretion of the Library.
Neither the City of New Berlin nor the Library provides any medical, health, accident or worker’s compensation benefits for any volunteer.

To encourage volunteerism and to ensure a positive experience at the Library, the Library will:

- Provide a staff person designated to administer the volunteer program
- Provide written position descriptions and procedures for all volunteer tasks
- Ensure that all volunteers serve in positions that reflect their skills and interests while meeting the needs of the Library
- Where necessary, provide orientation and training to prepare the volunteers to perform their duties
- Provide volunteer supervision in accordance with sound supervisory practices and library policies
- Maintain accurate volunteer demographic data, including hours worked
- Exhibit the Library’s appreciation for work performed through a regular recognition program.

Individuals interested in volunteering at the Library must fill out an application form. Candidates will be accepted based on the Library’s project and programmatic needs matched with the candidates’ qualifications to meet those requirements as determined during the selection process. The Library may not accept every volunteer application. A background check, and where applicable, reference checking are required before any candidate can begin an assignment.

Volunteers that will be driving will need to provide proof of insurance and any volunteer working an assignment longer than 3 months will be required to participate in a drug screening.

Each volunteer has an on-site supervisor and is required to follow the work procedures established by that staff member. The supervisor is responsible for management and guidance of a volunteer’s work, establishing a work schedule and tracking hours, and is available for guidance and assistance. All volunteers should keep their supervisor informed of their projects and work status, and of any schedule changes.

To learn more about specific ways you can volunteer, please contact Natalie Beacom at 262-785-1819 or nbeacom@newberlinlibrary.org

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