

Volunteer Handbook



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Welcome

Thank you so much for choosing to volunteer with the Bloomfield Public Library. We are pleased to welcome you to our team of volunteers. Our belief is that volunteers are a vital part of achieving our goals in the community. It's our hope that you find your volunteer experience with us to be rewarding. To ensure a fulfilling experience, the enclosed packet will give you additional information about our organization and will include details about the roles and responsibilities of our volunteers. Should you have any questions, please feel free to contact me or the Volunteer Coordinator. Again, welcome, and thank you!

Sincerely,

Library Director

Rachael Aycock

Library Information

The mission of the Bloomfield Public Library is to educate and enrich the community by providing resources and opportunities for gathering, learning, connecting, innovating, and accessing information.

The Bloomfield Public Library located in the Village of Bloomfield, in the Town of East Bloomfield serves the residents of the town as well as those of the Bloomfield Central School District. The library was chartered by the State of New York in 1968 and the current building was built in 1988.

The Bloomfield Public Library is a member of the [OWWL Library System](#), and is a school district library chartered through the New York State Board of Regents. Bloomfield Public Library's daily functions are managed by a full-time library manager, and the library is governed by a 5-member elected Board of Trustees. Bloomfield Public Library's funding is primarily secured through school tax collection, and a combination of donations, state aid, and grants.

Staff Directory

The Bloomfield Public Library is led by a full-time library director, and staffed with a full time library assistant, 3 part-time clerks, 2 part-time aides, a part time cleaner and a part time treasurer. At times, the library may also employ substitute clerks.

Rachael Aycock – Library Director – bloomfieldlibrarydirector@owwl.org

Elizabeth Lind- Library Assistant- elind@owwl.org

Library Staff- blocirc@owwl.org

Library and the Community

Bloomfield Public Library acts as a hub for the community, providing a safe space for all ages to learn, connect, innovate and grow. The library provides community programs and resources for all populations, all year.

Volunteer Programs

Volunteers of the Bloomfield Public Library primarily will assist with special projects, events, or activities. Typically, volunteers do not have ongoing duties.

The Friends of the Bloomfield Public Library is a separate, non-profit organization that coordinates the fundraising and volunteer efforts that benefit the Bloomfield Public Library.

Volunteers of the Bloomfield Public Library are encouraged to join the Friends of the Bloomfield Public Library. The Friends of the Bloomfield Public Library is a not-for-profit organization separate from the Bloomfield Public Library with a mission to support and enhance the programs and services of the Library.

Roles & Responsibilities of Volunteers

The Bloomfield Public Library upholds the restrictions on using unpaid volunteers in non-profit organizations as outlined in New York State Labor Standards. When considering volunteers and volunteer responsibilities, the Library will utilize unpaid volunteers to support the library's mission and goals through traditional volunteering tasks. Additionally, unpaid volunteers will not be used to replace/augment paid staff or their activities, nor will unpaid volunteers be compensated for their efforts. For more information on these restrictions, see New York State Labor Standards Fact Sheet Wage Requirements for Interns in Not-for-Profit Businesses (P726).

Traditional Volunteer Tasks for the Library:

- Aesthetic Upkeep
 - Shelving returned books
 - Straightening shelved books
 - Minor spot cleaning on shelves
 - Arranging book displays
- Book Sale Support Team
 - Organizing/sorting donated items for Book Sale
 - Accepting payment for Book Sale items
- Fundraising Support Team
 - Assisting in tasks associated with library fundraisers
 - Library Friends Book Sale
- Communication
 - Restocking brochure table
 - Monitoring public bulletin board
- Program Support
 - Supporting the Children's Library with specific programs
 - Check people into programs when they arrive
- Library Outreach
 - Book delivery to nursing homes

Volunteer Policies

Volunteers must adhere to the Code of Conduct and other applicable policies of the Bloomfield Public Library. The policy manual is available on the Bloomfield Public Library website, and upon request at the library.

General Policies

Accident Procedures: If a volunteer witnesses an accident, they should notify a staff member immediately. Similarly, volunteers must immediately report any injuries while volunteering. The

Volunteer Coordinator or on-desk staff member will provide an Incident Report Form to be completed immediately. The Incident Report Form is also included on page 10 of this Volunteer Handbook.

Applications: Anyone interested in becoming a volunteer with the Bloomfield Public Library will be asked to complete a Volunteer Application. The Volunteer Application is also included on page 12 of this Volunteer Handbook.

Background Checks: Additional screening procedures may be instituted for all volunteer applicants. These procedures may include background checks if deemed necessary by the library. Individuals who refuse permission to conduct these checks will not be accepted as library volunteers.

Becoming Employees (Volunteers): Should a volunteer decide to apply for a paid position at the library, they will go through the same hiring process as any other individual. If hired as a library employee, the individual will no longer be considered a volunteer at the library, as Bloomfield Public Library staff members are ineligible to participate in the library's volunteer program.

Compensation: Library volunteers will not receive any compensation other than reimbursement for expenses as part of the conditions of work.

Dismissal of a Volunteer: We appreciate the skills and commitment volunteers bring to our library. However, volunteers who do not adhere to the rules and procedures of the library or who fail to safely and satisfactorily perform the duties assigned to them may be subject to dismissal. No volunteer will be terminated until the volunteer has had an opportunity to discuss the reasons for possible dismissal with the library's Volunteer Coordinator or Library Director.

Equal opportunity: It is the policy of the library not to discriminate against any volunteer because of race, religion, creed, sex, age, national origin or ancestry, disability or veteran's status.

Interviews (Volunteer): Prospective volunteers may be interviewed by the Bloomfield Public Library's Volunteer Coordinator or Library Director to determine the applicant's qualifications, general availability, and preferred volunteer tasks.

Exit interviews: Exit interviews will be conducted with volunteers who are leaving their positions. The interview should ascertain why the volunteer is leaving the position, suggestions the volunteer may have about improving the position, and the possibility of involving the volunteer in some other capacity with the organization in the future.

Minors: Volunteers must be age 14 or older. Volunteers who have not reached the age of 18 must have written consent of a parent or legal guardian. The volunteer activity that is assigned to a minor must be performed in a non-hazardous environment and comply with all appropriate requirements of child labor laws.

News Media Inquiries: No volunteer may give information concerning the library or any of its programs or patrons to the news media unless specifically authorized to do so by the Library Director. All inquiries should be referred to the Library Director.

Volunteer Orientation: All volunteers are required to attend a general orientation about the library and the library's volunteer program. Volunteers will be asked to attend an orientation within the first three months of their volunteer placement.

Placement: When placing a volunteer in a position, the Volunteer Coordinator will pay close attention to the interests and capabilities of the volunteer as well as the current needs of the library. No placement shall be made unless the requirements of both the volunteer and the Volunteer Coordinator can be met.

Responsibilities (Staff and Volunteer): As outlined in New York State Labor Standards, volunteers may not "replace or augment paid staff to do the work of paid staff," nor "do anything but tasks traditionally reserved for volunteers." Therefore, volunteers are not permitted to do any duties outside of their assigned volunteer tasks. If asked to perform the work of paid staff, please report this to the Volunteer Coordinator or Library Director immediately.

Safety Procedures: Each volunteer is expected to obey safety rules and exercise caution in all work activities. Immediately report any unsafe condition or hazardous situations that you observe to a staff member. If you are unsure how to do a job safely, ask the Volunteer Coordinator or the Library Director.

Conduct and Behavior Policies

Volunteers must adhere to the following policies for their own safety and the successful operation of the Bloomfield Public Library.

Attendance: Volunteers and the Bloomfield Public Library's Volunteer Coordinator will work together to determine a schedule that works for both parties. Volunteers are asked to contact the Volunteer Coordinator and provide as much notice as possible when unable to fulfill their commitment to serve as scheduled.

Confidentiality: Information, both verbal and written, regarding patrons, library employees, or volunteers is to be kept confidential at all times.

§ 4509. Library records. Library records, which contain names or other personally identifying details regarding the users of public, free association, school, college and university libraries and library systems of this state, including but not limited to records related to the circulation of library materials, computer database searches, interlibrary loan transactions, reference queries, requests for photocopies of library materials, title reserve requests, or the use of audio-visual materials, films or records, shall be confidential and shall not be disclosed except that such records may be disclosed to the extent necessary for the proper operation of such library and shall be disclosed upon request or consent of the user or pursuant to subpoena, court order or where otherwise required by statute.

<https://www.nysenate.gov/legislation/laws/CVP/4509>

Any volunteer who interacts with or becomes aware of confidential information is required to maintain confidentiality. It is mandatory that all information be held in the strictest confidence, both within and outside of the library. If you have questions or concerns about specific information contact the Volunteer Coordinator or Library Director.

Dress Code: Volunteers, like the staff, are considered representatives of the organization and are responsible for presenting a positive image to patrons and the community. Volunteers are to dress appropriately for the conditions and performance of their duties as well as any other dress code policies in place at the library.

Drug-Free Workplace: The possession, distribution or use of alcohol or illegal drugs at the library or while volunteering at the library is forbidden.

Grievances: Volunteers are welcome to share any grievances they have concerning the Bloomfield Public Library's staff, Board Members or other volunteers with full confidentiality. Whenever a volunteer has a job-related question, problem, or concern with the library, library staff, or patrons, they should discuss the issue with the Volunteer Coordinator. In the event that informal conflict resolution fails to resolve an issue, a grievance may be discussed with the Library Director.

Harassment: It is the policy of the library that it will not permit verbal or physical conduct by an employee or volunteer which harasses, disrupts, or interferes with another's work performance, or which creates an intimidating, offensive, or hostile environment.

Library Policies: Along with the policies set in this handbooks, library volunteers must also abide by all relevant library policies.

Rights (Volunteer): All volunteers have the right to be treated in a considerate and respectful manner that emphasizes human dignity. If at any time you feel disrespected, threatened, unsafe, or uncomfortable report the issue immediately to the Volunteer Coordinate, Library Director, or appropriate party.

Smoking: The library's grounds are tobacco free. This includes products related to smoking, chewing tobacco, snuff, or smokeless tobacco. Smoking is prohibited when performing any volunteer tasks related to the library.

Solicitations: Volunteers are not to engage in any type of solicitation while serving the library, with the exception of library-sponsored programs. Any volunteer wishing to solicit funds or in-kind gifts on behalf of the Bloomfield Public Library must receive prior approval from the Volunteer Coordinator or the Library Director.

Liability Protections

Federal Volunteer Protection Act

The Federal Volunteer Protection Act aims to promote volunteerism by limiting a volunteer's risk of tort liability when acting for nonprofit organizations or government entities.

Source: <https://www.gpo.gov/fdsys/pkg/PLAW-105publ19/pdf/PLAW-105publ19.pdf>

New York State Good Samaritan Law

Good Samaritan Laws empower average citizens to help individuals in emergencies without fear of legal repercussions as long as they act in good faith to help the individual. New York State's Good Samaritan Laws protect individuals from lawsuits surrounding issues related to CPR, use of an automatic external defibrillator (AED), and calling 911 if experiencing or witnessing a drug overdose.

Library Insurance Coverage

Volunteers are covered under the library's liability insurance policies in the event of accidental damage or injuries.

Legal Issues

12 N.Y.C.R.R. § 143-3.12(c)(5)

"Volunteer. The term volunteer means a person who works for a non-profit-making institution under no contract of hire, express or implied, and with no promise of compensation, other than reimbursement for expenses as part of the conditions of work."

Source: <https://dol.ny.gov/system/files/documents/2024/12/cr143.pdf>

Labor Law § 651(5)(f)

"...as a volunteer, learner or apprentice by a corporation, unincorporated association, community chest, fund or foundation organized and operated exclusively for religious, charitable or educational purposes, no part of the net earnings of which inures to the benefit of any private shareholder or individual;..."

Source: <https://codes.findlaw.com/ny/labor-law/lab-sect-651.html>

New York State Labor Standards Fact Sheet P726

A person may do volunteer work in a not-for-profit organization, if that organization is set up and operates strictly for charitable, educational or religious purposes." The Fact Sheet goes on to list restrictions applicable to volunteer positions. Other organizations may not use unpaid volunteers.

Restrictions

Unpaid volunteers may not:

- Replace or augment paid staff to do the work of paid staff
- Do anything but tasks traditionally reserved for volunteers
- Be required to work certain hours
- Be required to perform duties involuntarily
- Be under any contract to hire
 - by any other person or business
 - express or implied
- Be paid for their services (except reimbursement for expenses)

A person who is a paid employee of such an organization may volunteer for that organization. However, the type of work they do as a volunteer must be completely different from the type of work they do as an employee.

Source: <https://dol.ny.gov/system/files/documents/2023/09/p726-6-22-23.pdf>

Operations & Work Outlines

The work outlines will be developed and defined by the Library Manager or Library Assistant, and will be agreed upon in advance of the commencement of the volunteer's work with the library.

Reviewed by: _____

Date Reviewed: _____

DETERMINATION

PLAN OF CORRECTIVE ACTION
<p>Date: _____</p> <p>Resolution Satisfactory?</p> <p>_____</p> <p>_____</p> <p>_____</p>

Volunteer Application

Thank you for your interest in volunteering with Bloomfield Public Library. We're excited to have you on board. Please fill out the following volunteer application for review.

Personal Information

Name _____ Signature _____

Address _____

City _____ State _____ Zip Code _____

Email Address _____

EMERGENCY CONTACT INFORMATION FOR VOLUNTEER	
Name _____	Relationship _____
Address _____	
Phone _____	Email _____

Volunteer Interests/Availability

What type of volunteer tasks are you interested in? _____

What prompted you to fill out a volunteer application with Bloomfield Public Library? _____

Please indicate when you would be interested in volunteering _____

Note: Parental/Guardian Authorization of a minor must be completed if the volunteer is under 18 years of age.

Name of Parent/Guardian _____

Signature _____ Date _____

Volunteer Photographic/Recording Release Form

I hereby grant all right, title and interest to the Bloomfield Public Library to use photographs and/or video of me, including my name, image and voice, taken on _____ (date) at _____ (location) in publications, news releases, online and in other communications related to the mission of the Bloomfield Public Library. I understand and agree that this paragraph also applies to my minor child(ren) who are volunteering.

(Signature of Adult, or Guardian of Children under the age of 18)

Name _____

Address _____

Phone _____

Email Address _____