



VOLUNTEER PROGRAM POLICY

This policy is a system-wide policy for application to all libraries within the Buffalo & Erie County Public Library System.

I. STATEMENT OF POLICY

The Buffalo & Erie County Public Library System (B&ECPL) is committed to fulfilling its mission through building and strengthening relationships throughout the community, including providing opportunities for direct community participation in library services. Volunteer time, energy and goodwill are invaluable assets to the B&ECPL. Volunteering at a library also offers individuals and groups a way to contribute to their community, fulfill personal goals and achieve a sense of satisfaction. Volunteering for a library in the B&ECPL can be a rewarding and exciting experience for all involved.

The B&ECPL shall accept volunteers without regard to any individual's gender, race, color, national origin, ancestry, religion, creed, age, disability, familial status, marital status, pregnancy, sexual orientation, gender identity or expression, military status, genetic predisposition, arrest or conviction status, domestic violence victim status, known relationship or association with member of a protected class, or any other basis protected by federal, state or local law.

II. USE OF VOLUNTEERS

- A. The B&ECPL will support the effective utilization of volunteers to:
 - 1. Welcome talented and dedicated community members who wish to serve the B&ECPL;
 - 2. Add value to new and existing programs;
 - 3. Promote public awareness of library services;
 - 4. Increase involvement in and support of the B&ECPL by the public; and
 - 5. Connect with the community.
- B. The B&ECPL will not use volunteers to replace or augment its paid staff.
- C. Volunteers shall not be permitted to perform activities that could reveal confidential patron information; including but not limited to use of the B&ECPL circulation/borrower services database (Integrated Library System).

- D. The B&ECPL does not provide volunteers with compensation, medical or health benefits, accident or worker's compensation.

III. VOLUNTEER PROGRAM

A. Becoming a Volunteer

1. Individuals interested in volunteering at the B&ECPL must fill out a [Volunteer Application](#) and a [Volunteer Liability Waiver and Release form](#).
2. Volunteers under the age of 17 must have guardian approval to volunteer. Volunteers under the age of 17 must be overseen by a staff member or an adult volunteer who has successfully completed the volunteer application process.
3. Volunteers will be accepted based on the library's needs. Submitting an application does not guarantee acceptance into a library's volunteer program.

B. Volunteer Expectations

1. Volunteers are expected to adhere to any applicable policies and practices regarding schedules, attendance, conduct, performance, safety procedures, proper attire, etc.
 - a. Each volunteer will have a staff member assigned as an on-site supervisor and is required to follow the procedures established by the library where they volunteer.
 - b. The supervisor and/or supervisor's designee is available for guidance and assistance of volunteer activities and is responsible for establishing the volunteer's schedule and tracking volunteer hours.
 - c. Volunteers are expected to keep their supervisor and/or supervisor's designee informed of their projects and service status, and of any schedule changes.
2. Volunteers can be released from volunteer duties at any time at the discretion of the B&ECPL.
3. Volunteers are expected to maintain the confidentiality of all patrons' use and records.

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Amended May 18, 2006.

Reviewed by Policy Committee April 23, 2009 – no changes.

Amended September 17, 2015 per Resolution 2015-27.

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Reviewed by the Policy Committee December 19, 2024.

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