



31 Mount St. Mary's Way  
Hooksett, NH 03106  
[www.hooksetlibrary.org](http://www.hooksetlibrary.org)

## *Volunteer Policy*

The Hooksett Public Library recognizes that volunteers are a valuable resource for the library. Their energy and talents help the Library meet its commitment to providing quality service to the public. Since, volunteers enhance, rather than replace adequate staffing, Hooksett Public Library shall make use of the services of interested volunteers to supplement and not replace the work done by library staff. Volunteer services aid the library in making the best use of its fiscal resources and help connect the library to other community groups and organizations.

### Definition:

**Volunteer:** A volunteer shall be considered as any individual, 18 years or older, who assists with tasks and/or projects at the Hooksett Public Library, without remuneration.

**Youth volunteer:** A youth volunteer shall be considered any individual age 14-18 , who assists with tasks and/or projects at the Hooksett Public Library.

The Hooksett Public Library values the time and the interest of citizens who would like to volunteer. All individuals 18 years or older, interested in volunteering at the Hooksett Public Library must complete an application form and a New Hampshire State Police criminal background check application. The Hooksett Public Library will cover the cost of the criminal background check. Prospective volunteers under the age of 18 must have signed permission from their parent or legal guardian. After the criminal background check is cleared, prospective volunteers will meet with the Volunteer Coordinator or an appropriate staff person to be interviewed for placement.

Hooksett Public Library volunteers are bound by the rules contained in all Library policies and guidelines, especially those that relate to patron privacy and confidentiality. Library volunteers are recognized by the public as representatives of the Library and will be guided by the same work and behavior policies as employees.

Nothing in this policy shall be deemed to create a contract between the volunteer and the Hooksett Public Library or Town of Hooksett. Both the volunteer and the Hooksett Public Library have the right to terminate the volunteer's association with the Library at any time, for any reason, with or without cause.

Neither the Town of Hooksett nor the Hooksett Public Library will provide any medical, health or accident benefits for any volunteer. Volunteers will not be eligible to receive any worker's compensation benefits for any injuries sustained while functioning as a volunteer.

The Town of Hooksett maintains a strong equal opportunity policy. Volunteers are recruited, placed, trained, recognized and dismissed on the basis of competence, job performance and library need without

regard to race, creed, color, religion, gender, sexual orientation, age, national origin, marital status, disability or political affiliation.

Youth volunteers: The Hooksett Public Library follows New Hampshire and United States Department of Labor child labor law and recommended procedures as it relates to youth volunteers. The Hooksett Public Library requires proof of age for all youth volunteers. *See Appendix A: Youth Volunteer Requirements for details.*

#### Dress Code:

Volunteers' personal appearance contributes to a favorable public image for the library. Volunteers are expected to dress neatly and modestly. Jeans and knee length shorts are permitted, however mini skirts, halter tops, tube tops, spaghetti straps, and other revealing apparel may not be worn while volunteering at the library. Bare midriffs, low necklines, showing of undergarments, low-hanging pants or wearing T-shirts or sweatshirts bearing controversial messages are unacceptable.

Volunteers are expected to wear a name tag designating them as a volunteer and their first name.

Training and Supervision: The Volunteer Coordinator and the Library Director coordinate the library volunteer program. Volunteers will receive specific training in their assigned duties from the library staff member who directly supervises their work. Individuals are asked to wear a name badge that identifies them as a volunteer while they are working at the library. Volunteers are expected to refer all requests for information to the library staff, other than purely directional questions (e.g. where is the bathroom, where is the Children's Room, etc.).

For a list of opportunities available to volunteers please see [www.hooksettlibrary.org/volunteering](http://www.hooksettlibrary.org/volunteering)

Work Schedules: Volunteers shall only work during open library hours and when adequate supervision is available. Schedule is determined by the task or project. Individual work schedules and specific time commitments will be mutually arranged in advance by the volunteer and the Volunteer Coordinator or immediate supervisor. We ask volunteers to be reliable in their commitment to the library and to notify the library in advance if they are unable to work their regularly scheduled time slot. In occasions of inclement weather, volunteers are asked to check the library website, call the library or check [www.wmur.com](http://www.wmur.com) for library closing information.

#### Leaving Volunteer Service:

A Volunteer selected for work on a special project will discontinue service when that project is completed or terminated, unless other arrangements have been made. Whenever possible, the library will make an effort to reassign the volunteer. However, if no other mutually suitable volunteer position exists at the time the volunteer will be asked to discontinue service and his or her application will be kept on file for one year, subject to review should a suitable position become available during that time.

In the event that a volunteer is unable to adequately perform the duties assigned to him or her, no other appropriate positions are available, the volunteer may be removed from service.

## ***Appendix A: Youth Volunteer Requirements***

Hooksett Public Library follows the recommended best practices for youth volunteers as spelled out by the New Hampshire Library Association's *Best Practices for New Hampshire Libraries: Volunteers*, Revised 09/2011.

As recommended by the New Hampshire Local Government Center Volunteer Manual: A Guidebook for Developing Policies and Procedures *"if a young person is involved in a day of uncompensated volunteer work, it will not be a violation of state or federal youth employment law....If there will be a longer term, scheduled volunteer relationship with a person under the age of 18 that goes beyond the definition of "casual work," additional steps must be taken. The burden of compliance with the youth labor law falls upon the employer, and non-compliance may lead to stiff fines under both federal and state law."* LGCVM As such, the Hooksett Library must comply with the NH Department of Labor and US Department of Labor regulations regarding youth volunteers and follow the same guidelines as employers.

"While NH RSA 276-A specifies age 12 as the minimum age for employment, [US DOL Child Labor Bulletin 101 WH-1330](#) specifies age 14. Federal law takes precedence over state law." NHLA "A Youth Employment Certificate, specified by [NH RSA 276-A:5](#) for youths age 12 to 17, IS required even if the work is "casual". Casual is defined in [NH RSA 276-A:3-VII](#) as '...employment which is infrequent or of brief duration or productive of little or sporadic income or not commonly held to establish an employer or employee relationship.'" NHLA

New Hampshire Department of Labor provides the following answer to the question, *What is casual work?* "Casual work shall mean employment of a brief duration of no more than 3 calendar days for any one employer. [RSA 276-A:4II\(b\)](#) and New Hampshire Administrative Rules [Chapter LAB 1001.02 Brief Duration](#)."

"Youth volunteers have specific hours/days that they can work/volunteer. For 14 and 15 year olds, see [US DOL Child Labor Bulletin 101 WH-1330](#), for 16 and 17 year olds, see [NH RSA 276-A](#). To comply with both state and federal laws, the library shall have on file for all youth volunteers that are volunteering under the auspices of the library:

- A copy of the [Youth Employment Certificate](#) for any volunteer under the age of 18
- Proof of age (photocopy of birth certificate, passport or driver's license if 16 or 17) that shows the volunteer is 14 year old or older. Proof of age must be kept for all minors under the age of nineteen.
- As recommended by the NH Department of Labor, each volunteer shall have a volunteer agreement signed by the youth, the parent(s), and the library director which shall state duties and that no monetary payment for the completion of those duties is expected. The agreement shall be updated annually.
- A copy of these documents shall be kept in a file for all volunteers in a locked cabinet for the duration of the volunteer period.

*Youth Volunteer Service Organizations:*

Any volunteer organization wishing to have their youth volunteers provide a volunteer service to the library such as the Cub Scouts, Girl Scouts, Kiwanis Builders Club and other such community service organizations which focus on youth of all ages volunteering shall have a written agreement with the library for instances of volunteer service at the library. In addition, the organization shall have a sign-in sheet for youth which shall be administered by an adult representative to the volunteering group. Sheet shall include: date, time in, time out, child's name, and emergency contact phone number.

***Resources Consulted and Cited:***

[New Hampshire Library Association's Best Practices for New Hampshire Libraries: Volunteers, Revised 09/2011 \(NHLA\)](#)

*New Hampshire Local Government Center Volunteer Manual: A Guidebook for Developing Policies and Procedures (LGCVM)*

[State of New Hampshire Department of Labor: Important Information for Employers of Minors in the State of New Hampshire on Federal and State Child Labor Laws.](#)

Definition of casual employment: [http://www.labor.state.nh.us/youth\\_employment\\_faq.asp#7](http://www.labor.state.nh.us/youth_employment_faq.asp#7)

Employer's request for Child Labor form: [http://www.labor.state.nh.us/youth\\_employment\\_faq.asp#5](http://www.labor.state.nh.us/youth_employment_faq.asp#5)