



Volunteer Policy

The Newtown Public Library may utilize volunteers on a limited basis to supplement the efforts of paid staff in meeting demands for quality public service. Volunteer opportunities are generally project-based or service-specific and are most used to support Youth Services programming, special events, and other identified library needs. Volunteers are not intended to replace the work of library employees.

Volunteers are expected to act in accordance with library policies and to reflect positive customer service attitudes toward library staff and patrons.

A volunteer shall be considered any individual, 14 years of age or older, who contributes time, energy, or talents directly or on behalf of the Newtown Public Library and receives no remuneration for such efforts.

The library does not discriminate on the basis of race, color, religion, national origin, sex, sexual orientation, gender identity, disability, age, or any other legally protected characteristic in the recruitment, selection, or management of volunteers.

- Volunteers must complete a Volunteer Application Form on an annual basis.
- Volunteers must be at least 14 years old and have their own transportation arrangements to and from the library.
- Volunteers ages 14–17 must have parent or guardian signed permission and must work under the supervision of library staff.
- Volunteers must follow library policies and procedures regarding conduct, attendance, safety, and appropriate attire.
- Volunteers are scheduled based on the needs of the library. Volunteers who are unable to attend a scheduled shift should notify the library in advance.
- Due to the confidentiality of patron records, volunteers may not use staff computers or access confidential patron information.

- Volunteers are not permitted behind the circulation desk unless specifically authorized and supervised by staff.
- Volunteers may not accept money from patrons.
- Adult volunteers will be required to provide background references and/or clearances as determined by the Library Director and applicable law. The library will not accept individuals convicted of, or currently facing pending charges for offenses including but not limited to violence, theft, sexual misconduct, crimes against children, fraud, harassment, or illegal drugs.
- The library reserves the right to dismiss a volunteer at any time and for any reason.

Court-Ordered Community Service Requests

Requests for court-ordered community service must be submitted to the Library Director for approval. Approval will be based on the nature of the offense, the needs of the library, and staff availability for supervision.

The library will not accept individuals convicted of, or currently facing pending charges for offences including but not limited to violence, theft, sexual misconduct, crimes against children, fraud, harassment, or illegal drugs.

Community service volunteers:

- Must work under staff supervision at all times.
- Must schedule service hours in advance.
- Must provide advance notice if unable to attend a scheduled shift.
- May be dismissed from the program at the discretion of the Library Director at any time for any reason.

Adopted by the Board of Trustees: July 19, 2022

Revised and Re-Adopted: May 19, 2026