



Volunteer Policy

The T.O.H.P. Burnham Public Library in Essex, MA appreciates and welcomes volunteer service. Volunteers generally provide support services to paid staff or work on special projects. Volunteers are expected to act in accordance with Library policies and procedures and to reflect positive customer service attitudes to all Library patrons.

Volunteers are selected based on their qualifications in relation to the needs of the Library at any given time, and based on their ability to commit to a consistent schedule of volunteer hours. Selection of volunteers is the responsibility of the Library Director.

Prospective volunteers must fill out a volunteer application available at the Library and will be interviewed by the Library Director. If there are no suitable volunteer opportunities, application forms will be kept on file for a period of one year. Applicants will be contacted if a project is identified which matches their interests or qualifications.

While the Library appreciates all community members who choose to donate their time and talent to the Library, the Library does not always have opportunities for volunteer service; therefore, the Library reserves the right to refuse volunteer service.

Teens entering grades 9 – 12 are also welcome to volunteer at the library. They are expected to follow the same guidelines as adult volunteers. Teens will be able to log their volunteer hours in a designated notebook at the Library.

These hours may be used to help them meet their Community Service requirement for their school, league, troop, or another organization. It is the student's responsibility to accurately log hours and provide the Library Director with any additional forms they might need completed.

All volunteers are required to wear name tags identifying them as a volunteer while working in the library or assisting with a program or event. These name tags are available at the circulation desk. Volunteers must always work with and under the direction of a library staff member. They may not work alone in the library.

Volunteers do not have access to library systems containing patron information.

Approved by the Board of Library Trustees December 2025.

