

Mattoon Public Library
Volunteer and Community Service Policy (Proposed Revision)
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Background

The current Volunteer Policy was adopted in 2010. It is limited in scope and does not fully reflect current operational practices, volunteer programming, or community service procedures.

This proposed revision consolidates Volunteer Services and Community Service into a single policy framework aligned with current library practice and peer institution standards.

Summary of Key Updates

- Expanded definitions of volunteers and community service workers
- Clear separation of volunteer vs. mandated service roles
- Formalized eligibility, screening, and placement procedures
- Updated supervision and conduct expectations
- Clarified community service restrictions and documentation requirements
- Strengthened insurance and liability language
- Added equal opportunity and policy review provisions

Proposed Policy

Purpose

The Mattoon Public Library (“Library”) establishes this policy to govern the engagement of volunteers and community service workers in support of its mission to provide a welcoming destination that cultivates lifelong learning and serves as a leader in civic collaboration.

Definitions

Volunteer: An individual who performs services for the Library without compensation and without expectation of employment.

Community Service Worker: An individual required to complete service hours for school, eligibility for a government program, court order, or an affiliated organization.

Volunteers and community service workers are not employees of the Library and shall not displace or substitute for paid staff.

Eligibility and Selection

All individuals must complete an application and any required screening prior to placement. Minimum age requirements shall be established based on assignment, with community service participants required to be at least thirteen (13) years of age.

Placement shall be determined at the sole discretion of the Library based on operational needs, the qualifications of the applicant, and the suitability of available assignments. The Library reserves the right to accept or reject any applicant and to assign, reassign, or discontinue service at any time.

Scope of Service

Service assignments may include, but are not limited to:

- Assistance with programs and events, including youth programming and seasonal initiatives.
- Support of the Local History Center
- Delivery of materials to homebound patrons
- Assistance with book sales and outreach activities
- Maintenance of library collections, including shelving, shelf reading, inventory, and light cleaning
- General support functions as assigned.

The Volunteer Services Coordinator may develop individualized service assignments. Volunteers and community service workers shall not perform duties requiring licensure.

Community Service Provisions

The Library may accept community service workers fulfilling requirements for eligibility for participation in a government program or educational, organizational, or court-ordered purposes. Work assignments shall vary based on the nature of the requirement.

The Library shall not accept court-ordered community service workers convicted of offenses including, but not limited to:

- Sexual assault
- Violent crimes
- Felony theft

Community service shifts generally not exceed two (2) hours in duration. All community service workers must be signed in and out by the staff member on duty. Verification of hours is contingent upon proper documentation and staff authorization.

Supervision, Conduct, and Compliance

All volunteers and community service workers shall:

- Be subject to the direction and supervision of designated Library staff.
- Comply with all Library policies, procedures, and safety requirements.
- Maintain the confidentiality of all patron and Library records.
- Conduct themselves in a professional and respectful manner.
- Maintain a clean, well-groomed appearance and wear clean clothing while on duty.

Failure to adhere to these standards may result in immediate termination of service.

Scheduling and Attendance

Service schedules shall be coordinated with Library staff. Participants are expected to adhere to agreed-upon schedules and provide reasonable notice of absence. Repeated absences or failure to comply with scheduling expectations may result in dismissal.

Workers' Compensation Volunteers and community service workers who sustain injury while performing assigned duties as part of an authorized program are eligible for workers' compensation benefits.

Non-Compensation

All services are performed on a voluntary basis. Volunteers and community service workers are not entitled to wages, benefits, or preferential consideration for employment with the Library.

Equal Opportunity

The Library is committed to equal opportunity and shall not discriminate in the selection, placement, or treatment of volunteers or community service workers on the basis of any legally protected characteristic.

Policy Authority and Review

This policy is adopted on May 11, 2026 by the Board of Trustees of the Mattoon Public Library and shall be reviewed periodically and revised as necessary to reflect operational needs and best practices.

