

**MONTGOMERY COUNTY – NORRISTOWN PUBLIC LIBRARY**  
1001 Powell Street, Norristown, PA 19401  
610-278-5100 www.mc-npl.org

**COMMUNITY SERVICE WORKER APPLICATION**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_ Date of Birth \_\_\_\_\_

School or Employer: \_\_\_\_\_

Teacher or Supervisor: \_\_\_\_\_ Phone # \_\_\_\_\_

In case of emergency, please notify:

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

**Education**

**Facility Preference**

**Availability (9a.m. to 8p.m.)**

Highest level completed

Less than High School

High School diploma

Some College

AA Degree

Bachelor's Degree

Master's Degree, or above

Conshohocken Free Library

Perkiomen Valley Library/Schwenksville

Royersford Free Public Library

Upper Perkiomen Valley Library

Mont.Co-Norristown Public Library

Mon. \_\_\_\_\_

Tues. \_\_\_\_\_

Wed. \_\_\_\_\_

Thurs. \_\_\_\_\_

Fri. \_\_\_\_\_

Sat (9-5 only) \_\_\_\_\_

Total Number of Hours Needed: \_\_\_\_\_

Completion Deadline (if applicable): \_\_\_\_\_

I will be available to work beginning on \_\_\_\_\_

Please describe any hobbies, activities, interests, computer experience or other skills that would be helpful to us in placing you in a volunteer/community service worker position.

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Please list any past volunteer/work experience you feel might be useful \_\_\_\_\_

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## **MONTGOMERY COUNTY – NORRISTOWN PUBLIC LIBRARY GUIDELINES FOR COMMUNITY SERVICE WORKERS/VOLUNTEERS**

The Montgomery County-Norristown Public Library welcomes your participation as a community service worker at the library. We hope your association with the library will be a pleasant and rewarding experience. The contribution of your time and talents will help the Montgomery County-Norristown Public Library maintain and improve the high standards of library service expected by the residents of Montgomery County.

The library agrees:

1. To provide you with a safe work environment.
2. To provide supervision and training by a member of the library staff, who will answer your questions and provide feedback regarding your work

The following guidelines will assist you in performing your assignments:

1. Workers will report to the designated library staff member, on time, according to a mutually agreeable schedule. In case of illness or other reason for absence, workers should notify the department as early as possible.
2. A time sheet is kept on file for each worker in the department to which they are assigned. Each worker is required to sign in and out. Department Head or designated supervisor will initial this daily.
3. Workers will receive training in job procedures by a library staff member. Any changes in procedure should not be made without consultation with library staff.
4. The facilities of the staff room and children's department workroom are available for worker use. A locker for personal effects can be assigned if desired. Food and drinks may be consumed only in these areas.
5. Workers should maintain a courteous, pleasant, and businesslike manner in public areas. Personal phone calls, texting, and socializing with friends, relatives or other staff members during the work period are not appropriate. Children, or other relatives or friends are not permitted in non-public areas. Workers should maintain the dignity and integrity of the library with the public and with patron confidentiality, which is guaranteed under the law. Workers should not discuss any patron by name or their reading selections outside of the library.
6. A "VOLUNTEER" badge is to be worn while working. Workers are to dress in a neat, well-groomed business-like manner. Jeans, tee shirts, shorts and leggings are not acceptable in the public service areas. Tailored shorts and jeans may be acceptable for certain activities.
7. Any questions asked by patrons in the public areas should be referred to a library staff member, except for the directional questions such as, "Where is the restroom?"
8. Volunteers who are unable to follow instructions from library staff will be asked to resign from the volunteer program.

## References

List two employers, supervisors, teachers or non-relatives we may contact for a reference

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Requests from individuals needing to meet court-ordered community service requirements will be accommodated only if the Department Head is given adequate time to process the application, screening and placement procedures (at least two weeks notice). There is no obligation to accommodate court-ordered volunteers who delayed starting their hours or have a rapidly approaching deadline.

Court-ordered volunteers must go through the application, screening and placement process, as other volunteers would. They will not be placed into volunteer opportunities where they would be unsupervised, working with children, or visiting the homes of Library customers.

Court-ordered volunteers failing to fulfill their agreed-upon volunteer schedule will have their volunteer status canceled and the change in status will be reported to the courts.

I certify that the answers contained in this application are true and complete to the best of my knowledge. I understand that, as a community service worker/volunteer, I will be assigned to perform whatever duties the library considers most necessary and helpful to its operation. I also understand that my work will be reviewed and, at any time, the library may terminate my services. I understand that activities are voluntary and I am participating at my own risk. By signing this application, I agree to abide by the policies of the Montgomery County-Norristown Public Library. I agree to keep confidential all library user information or library records I may encounter.

I understand that, if accepted as a community service worker, it is necessary for me to abide by the rules and policies of the Montgomery County-Norristown Public Library.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Parent/Guardian Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
(Required for applicants under age 18)

Printed Name: \_\_\_\_\_