Teen Volunteer Policy

 The teen volunteer policy is designed to help teen volunteers know what to expect during volunteer time and to provide general guidelines for conduct, dress, scheduling, training, activities, and programming duties while in the library. These guidelines and expectations will also help prepare teen volunteers for the general work environment that they are likely to encounter later in their careers. During this time, volunteers are the face of the library and are seen as representatives of the community. Violations of this policy may be grounds for fewer volunteer hours and/or removal from the volunteer position.

1. **Conduct.**

Teen volunteers are expected to comport themselves with dignity, respect, and professionalism during library volunteer hours. This includes using “library voices” while in the library setting, being respectful of library staff and patrons, and maintaining an orderly and safe volunteer environment.

A few guidelines for conduct in the library setting include the following:

1. Tone of voice is low and appropriate to the situation
2. Conversations with staff, volunteers, and patrons are polite
3. Other patrons, staff, and volunteers are treated with respect
4. Other patrons, staff, and volunteers are not solicited for monetary or personal gain
5. Library policies are followed consistently
6. **Dress**

While the library does not have a dress code, volunteers are expected follow to a few basic guidelines:

1. Clothing should be clean, neat, and free of holes or stains
2. Any words printed on clothing should be appropriate for the library setting (i.e. should not contain swearing or explicit content)
3. Clothing should be appropriate and modest
4. **Schedule**

Scheduling for any volunteer based organization can be complicated and as such a few basic guidelines must be followed. Just like any other volunteer or staff member, teen volunteers are responsible for keeping track of their schedule and being present for scheduled volunteer time.

1. Teen volunteers must let the library know when they can volunteer at least a week in advance
2. Teen volunteers are responsible for letting the library know when they cannot make a specific scheduled volunteer time as soon as they are aware of the scheduling change
3. Scheduling is subject to change but teen volunteers will be swiftly notified if such changes occur
4. Unless necessary for programming reasons, only one teen volunteer may be placed in any one time slot in the schedule. The library only has so many staff computers and our supervisory capacity is limited.
5. **Training**

Training will be provided for each volunteer task the first time it is assigned. The training schedule will be based on available staff time and library needs. Should a staff member not be available to train, the volunteer is expected to resume a task on which he/she has already been trained until a staff member becomes available. Teen volunteers may not be immediately trained on some tasks, such as front desk duty, until other training is complete and the teen can demonstrate the responsibility and skills necessary for the specific task. The Librarian will make final decisions on training opportunities and volunteer tasks.

1. **Tasks and Activities**

Assigned tasks for teen volunteers will be displayed in the staff area. The teen’s preferences will be taken into account but final say on assigned tasks and activities is up to the Librarian. The volunteer application attached to this policy contains more information on tasks available and provides space for teen volunteers to express interests and preferences.

1. **Programming**

Teen volunteers may occasionally be asked to assist with programs and events. This may involve helping plan teen and children’s programming, helping with set-up/take-down after major events, manning tables or booths during programs, serving food or snacks, and/or helping with craft prep or other program related activities. Program assistance is not required for teen volunteers but would be appreciated and generally helpful.

1. **Documentation and Interviews**

Should the teen volunteer need documentation for school-assigned volunteer hours or for any other reason, they must inform the Librarian, in writing, about this need. The Librarian can then provide the appropriate documentation for the hours that the teen has volunteered with the library. A scheduled introductory volunteer interview may also be required for teen volunteers. This interview allows the library staff to best match the teen with appropriate tasks and activities and provides the teen volunteer with a realistic experience of the working world.

**Agreement and Consent Form**

Teens interested in volunteering at the library should submit a signed copy of this policy to the library for review. This must be signed by both the teen volunteer and his/her parent or guardian. Signing the form indicates an understanding of the above policy and a commitment to follow the teen volunteer policy guidelines during library volunteer hours. The teen volunteer and the parent/guardian must both sign the form before it will be considered valid and before the teen may begin tasks as part of the volunteer opportunity.

We look forward to working with you and thank you for your interest in the library.

Date

Date



Approved by Library Board July 23, 2018