

## Volunteer Program Guidelines

### I. Interview

Teens that apply to volunteer at the library will be interviewed to determine their interest in volunteering at the library and whether or not they will be able to work independently without direct supervision. Teens that fail to meet this minimum requirement will not be considered. Teens will be accepted into the program based on the availability of tasks and assignments.

### II. Waiting List

Teens that pass the background check and interview will be put on a waiting list and contacted when a volunteer space becomes available.

### III. Probation/Opt-out

The library staff recognizes that working in the library may not meet teens' expectations. Therefore, teens will be given a two-week probationary period at the end of which they will have the opportunity to opt-out and seek other volunteer opportunities. The library staff may also determine that a teen volunteer is not suitable for the program and ask them not to return after the two week period.

### IV. Application Cutoff dates

The library recognizes that teens' schedules change from fall, spring, and summer. Teens that give advanced notice of upcoming academic or extracurricular commitments will be welcomed to return if a space is available. To encourage teens to apply in advance of their availability the library will advertise application deadlines for fall, spring, and summer through press releases, flyers, and announcements sent to the schools.

<b>Term</b>	<b>Deadline</b>
Summer	March 15
Fall	July 15
Spring	November 1

### V. Name Buttons

To encourage a positive relationship between the teen volunteers and library staff, teen volunteers will wear brightly colored buttons that say their name. Everyone will be encouraged to call each volunteer by his or her name and use this opportunity learn more of our teen patrons names.

### VI. Youth Staff Involvement

All youth department staff should be comfortable answering teen volunteer questions about routine tasks like pre-shelving, checking books in, reserving books, etc. However, the primary contact for teen volunteers will be the Young Adult Librarian who will assign tasks, keep records of hours, and complete recommendations for young volunteers.

### V. Will Call List

Volunteers that have completed training and served for at least one term can be added at their request to a Will Call list. These volunteers will not have a regularly scheduled shift, but can be contacted for special events.

### VI. Volunteer Shift

First time volunteers will be scheduled for one two-hour shift per week. Volunteers that have completed training

and are assigned to specific tasks or programs will be scheduled appropriately. Circulation volunteers, because of the nature of the work, can be schedule several times a week and will come to an agreement with the Circulation Supervisor.

#### VII. Volunteer Tasks

- Straighten and edge shelves
- Check in and count books
- Pre-shelve and sort books, DVDs, and CDs on cart
- Dust shelves and decorations throughout the library
- Go through library and pick up discarded computer tickets and call slips
- Push in chairs and pick up books and DVDs that have been left laying around
- Stamp books withdrawn in TP
- Tag books in TP
- File obituaries in the Genealogy Room
- Act as Door Greeters, welcoming patrons to the library and directing them to library sections
- Assisting patrons with self-check and computer ticket stations
- Help patrons on computers, logging in, printing, and loading websites
- Help to put puppets back on puppet tree
- Help prepare crafts, cutting, pasting, coloring
- Setup and cleanup of youth and adult programs
- Copying, collating, filing, and alphabetizing

#### VIII. Circulation Volunteers

Teen volunteers that have completed training in the Youth Department may be considered to be assigned to the Circulation Department. The Circulation Department staff will then train them in the tasks they assigned.

#### IX. Evaluations

A Volunteer Questionnaire will be given or mailed to volunteers on their last day or following their service to get feedback on their experience and how the program can be improved.

#### X. Rules

Dress-code, record keeping, and conduct while on the job, are already addressed in the current volunteer rules that each volunteer reads on his or her first day. Any issues regarding these matters will be addressed by the Young Adult Librarian on an individual basis.