



BUCKEYE PUBLIC LIBRARY SYSTEM TEEN VOLUNTEER EXPECTATIONS AGREEMENT

Volunteers are essential to Buckeye Public Library System. Part of your responsibility as a volunteer is to comply with Library volunteer expectations and rules.

Attendance: Volunteers are dependent upon to work the hours they are scheduled for. Be sure to know when you are scheduled to work and keep the scheduled you committed to. Promptness in coming in to volunteer is expected. The missed shifts will result in disqualification from the Teen Summer Volunteer Program.

Contact the Buckeye Public Library System Volunteer Services as far in advance as possible if you are unable to work a shift. Do not inform Library Staff or the location you are assigned to. Know the phone number to call in the event that you are running late or in the event of sickness.

Your Library Supervisor Name: Krista Cornish Phone #: 623-349-6307

Email Address: kcornish@buckeyeaz.gov

Recording Hours: Every shift:

- ✓ Do not go behind the Circulation desk without permission.
- ✓ Check in with the Library staff at the Circulation desk.
- ✓ Check out with the Library staff at the Circulation desk.
- ✓ Fill in your timesheet EVERY time you volunteer. Use pen only.

Dress:

- ✓ Nametag must be worn at all times. Do not leave the Library with your nametag.
- ✓ Dress professionally and appropriately for a business environment. Be neat, clean, and well groomed.
- ✓ No bare stomach showing, no tank tops, no spaghetti straps tops etc.
- ✓ No shorts, or jagged jeans, sweat pants, leggings, or yoga pants.
- ✓ Hats off while in the building
- ✓ Remember: You only have one chance to make a 1st impression

Provide excellent customer service! It is the mission of the Buckeye Public Library System to provide excellent customer service. As a representative of the Libraries, you are expected to follow Buckeye Public Library System policy regarding customer service and treat all customers, staff and other volunteers with respect and courtesy.

Cooperation: Please share volunteer responsibilities and cooperate with other volunteers and Library staff.

- ✓ Leave your work area tidy; return supplies to their proper place.
- ✓ Take initiative to help and Library staff with project preparation or and keeping the Library tidy.
- ✓ Don't wait to be asked to shelve items.
- ✓ Become completely familiar with how the Summer Reading Program works.
- ✓ Become familiar with Library programs that will happen during your shift so you can answer questions.
- ✓ Encourage customer to sign up for the Summer Reading Program, assist with summer reading enrollment for all ages and handout and track prizes.
- ✓ Set a good example for others during slow times by asking Library staff what they may need help with.
- ✓ Follow directions precisely and ask questions if unsure.
- ✓ Participate in the Summer Reading Program as a customer, allowing you to better learn how the program works for a customer's perspective.
- ✓ Use your time wisely and will not interfere with the performance of others.

Attention to Duty: Visit from friends, cell phone use, and other forms of personal communication should be conducted while on a break or after a shift. Once you have been trained, you will be expected to remain on task during your shift and complete your work in a timely and thorough manner with minimal supervision. Friends and/or family should not be at your work area.

Language: There will be no swearing or disrespectful language.

Harassment: The Library prohibits harassment of any type in the workplace: no bullying, ganging up on another teen; nor disrespectful or mean remarks or conduct.

Breaks: If you have more than a three hour shift, we encourage you to take a 10- minute break. Take breaks one volunteer at a time and arrange breaks with Library Staff in advance.

Personal Possessions: Lockers are available for your use for your personal belongings. You are encouraged to bring your own lock and remove it when you leave at the end of your shift so the locker is available for the next person that comes in.

Telephone Calls: Library telephones are intended for Library business only. Personal calls should be kept to a minimum and be short. Please discourage your friends or relatives from calling during volunteer hours, except in an emergency.

Confidentiality: Never give out the home address, telephone number or work schedule of a Library staff member or another volunteer to anyone. If you are approached by the media, police or others, please refer them to the Library Staff at the Circulation desk.

Transportation: Make sure that rides are there to pick you up 15 minutes before the Library closes.

Programs/Events:

- ✓ Become familiar with the event for which you are signed up to help. Make sure you understand your instructions.
- ✓ You will be an assistant not a participant. Stay at your assigned location and follow Library Staff directions.
- ✓ Arrive early to help set-up and stay after to help clean-up.

Statement of Confidentiality:

You will be assisting customers with our online Summer Reading Program, which will involve registration, logging reading progress, tracking prize collection online, and distributing prizes. When lines are busy, you may be asked to track customer information on paper in order to enter it into the computer later.

_____ I agree that I will not share the information I collect with anyone and that I will keep each customer's information confidential.

_____ I agree that I will not look or log into customers' information without their consent.

_____ I agree that I will not falsify the information for anyone or change their information without their permission.

_____ I agree that I will keep all information of customers private and treat their information with the utmost respect.

_____ I agree that I will track and distribute prizes in accordance to the specifications mentioned in training and will not abuse prize tracking and distribution privileges.

Statement of Computer Use:

You will be assisting participants with online aspects of the Summer Reading Program; you may have access to a City of Buckeye computer or iPad. During this time, you will have permission to access the Library's website and the public and volunteer sides of the Summer Reading Program software. As a volunteer; you are not allowed to use the City of Buckeye computers or iPad for any other purposes such as accessing the internet, sending or receiving e-mails, playing games, social media, Facebook, etc.

____ I understand that I am permitted to use the City of Buckeye computer and iPad **only** for the Summer Reading Program.

I, Volunteer (PRINT NAME) _____

have read, understood, and agree to abide by the Buckeye Public Library Teen Summer Volunteer Program Rules and Expectations. I agree to work responsibility and conscientiously at my volunteer duties. I will complete my assigned shifts as a Teen Volunteer, showing up on time, every time. I will behave appropriately and professionally in the Library at all times. I will call the Volunteer Coordinator and provide as much notice as possible if I cannot work my scheduled day/time. I will keep track of my time worked and duties performed.

Volunteer Name (Print): _____

Parent Name (Print): _____

Volunteer Signature: _____ Today's Date: _____

Parent Signature: _____ Today's Date: _____

Volunteer's e-mail: _____ @ _____

Parent's e-mail: _____ @ _____