



Volunteer Code of Conduct

Multnomah County Library

Library volunteers overseeing activities or programs WILL:

- Show respect for the rights, safety and welfare of program participants
- Maintain a professional and respectful demeanor when engaging with program participants
- Document actions or conversations when a program participant has behavior issues and inform a staff supervisor
- Report any violation of a library behavior policy or concerns about program participant behavior immediately to library staff
- Report any concerns about personal safety, harassment or intimidation by program participants
- Report any concerns about a patron or program participant to your supervisor immediately

Library volunteers overseeing activities or programs WILL NOT:

- Use any racist, sexist, discriminatory, offensive or culturally insensitive language including inappropriate slang
- Behave in a way that frightens or demeans any program participant
- Accompany a patron into a restroom or assist them with personal care

- Invite program participant to their home or arrange to see them outside the set activity times in their role as a volunteer
- Transport a program participant in a vehicle
- Give program participant gifts or personal items
- Dispense medication or share personal medication with others
- Perform errands on behalf of program participants
- Solicit business during the library program
- Use patrons' personal information for personal gain

Volunteers working in an educational setting WILL NOT:

- Broker any agreements to provide services outside of the library program
- Reveal personal information (i.e., Identification Number, Social Security Number, bank account information, etc.) about a patron gained during the course of a library program
- Provide services (i.e., legal assistance, translation services, etc.) beyond the scope of the volunteer duties