

# Englewood Public Library

## Volunteer Policy for Minors

The mission of the Englewood Public Library Minor Volunteer Program is to encourage and expand the involvement of our diverse community members in the growth of the library, and themselves. While helping at the library, you will gain helpful experience for your future.

### Introduction

Those interested in volunteering at The Englewood Public Library must complete an application form; the application form must be approved by the Library Director.

Volunteers will be required to attend occasional training sessions/meetings.

Should a Volunteer have a grievance with a staff person, another volunteer or a library patron, every attempt will be made to handle the situation through the Library Director.

The Englewood Public Library reserves the right to terminate the services of the volunteer.

Volunteers are not covered under any Workers Compensation plan.

Volunteers are responsible for maintaining the confidentiality of ALL library information. Failure to maintain confidentiality will result in immediate termination of the volunteer.

The library will, upon request, provide letters of reference for the volunteer, if deemed appropriate.

The minimum age requirement for a volunteer is 14 years old.

Written parental permission is needed to permit minors to volunteer.

All personal information about a volunteer is for internal use only and is confidential.

Volunteers will not be expected to perform any task that staff would not do.

Volunteers will not conduct any monetary transactions.

Discrimination, sexual harassment or racist attitudes and actions will not be tolerated.

Volunteers will not have access to staff facilities (i.e. staff computers)

Volunteers are expected to use appropriate, professional language.

Volunteers are prohibited from being under the influence of alcohol or/and using, possessing, selling or otherwise being involved with illegal substances.

### Job Orientation and Training

A staff member will provide the following orientation:

- Tour of the building
- Introductions to library staff members
- Review the volunteer policy
- Review job duties and expectations
- Confirm work dates, times, and projected duration of your participation

### **Tasks that may be Performed**

- Shelving and Shelf reading (mandatory)
- Assisting staff members with programs and projects
- Light cleaning and clerical assignments
- Processing and/or repair of materials
- Childrens' Services
- Tutoring

Most task assignments will depend on the interest and age of the volunteer. Excessive complaints about certain duties will result in termination. If you are not here to work, you should not be here.

### **Duties Schedule**

Your weekly schedule will be discussed on your start date. If there is nothing for you to do, you may leave after consulting the Library Director. If your volunteer time is for school credit, you will receive precedence over those who are not required to volunteer.

Volunteers are expected to perform their duties on a regularly scheduled and timely basis. If expecting to be tardy or absent from a scheduled shift, volunteers shall inform the Library Director as far in advance as possible so that alternative arrangements may be made. Volunteers who miss two consecutive shifts without advance notice will be placed on inactive status.

### **Appearance**

Volunteers need to present a positive image to the public. It is expected that volunteers' dress and appearance will be appropriate for a public environment. Jeans and t-shirts are okay. Shorts, sweatpants, political advertisement, inappropriate/ironic pictures or clothing that exposes skin in an inappropriate manner will not be permitted.

### **Customer Service**

Many volunteers come into contact with library patrons and may well be the first official contact a patron has with the library. It is important, therefore, that volunteers maintain a professional, friendly demeanor at all times. All patron questions other than directional are to be referred to a staff member who is trained to provide informational services for patrons. Even if you know the answer, direct them to a qualified individual.

### **Confidentiality**

Minor volunteers are not allowed to work at the circulation desk. All transactions are strictly confidential. This includes any information about materials a patron has looked at, asked for, requested or checked out, as well as reference questions asked by library users.

### **Personal Data**

Volunteers are responsible for updating personal data, such as change of address, emergency contact, contact telephone number, etc., with the Volunteer Coordinator.

### **Telephone and Equipment Use**

The library is a place of business. Personal telephone calls are prohibited except in the case of an emergency and then must be kept brief and not made at a public desk. Ask a staff member if you need to make a telephone call. Long distance calls are not allowed. Library owned equipment, including copy machines, fax machines, computers, supplies, and other materials are for Library use only and may not be used for personal business. Copies made for school will be made from a public access computer and the fee will be waived.

### **Food and Drink**

Food and drinks are allowed in the library by staff and volunteers. All food and drinks are to be kept in the office. If you did not bring it, do not consume it unless offered.

### **Employment**

The library is unable to hire any persons under the age of 18

### **Conduct**

While volunteers are valued additions to the library staff and are encouraged to consider themselves part of the Englewood Public Library family, they should remember that staff members have projects to complete and goals to reach. Volunteers are requested not to over-engage staff members in personal discussion while performing their volunteer tasks. Smoking is not allowed anywhere in the library and only in designated areas on the library grounds.

A volunteer may not use, possess, distribute, sell or be under the influence of alcohol or illegal drugs.

A volunteer shall not take any action that would result in the volunteer's financial benefit.

Volunteers may not ask for or receive, directly or indirectly, any monies or gifts from library patrons, either for themselves or any member of their household or for the library. Volunteers may not promote a business to other volunteers, patrons or staff.

### **Disciplinary Procedures**

Volunteers, in their capacity as unpaid staff, are expected to meet the same standards of professionalism required of library staff. Because an unsatisfactory volunteer is an unfair burden upon fellow volunteers and library employees, those who fail to meet the requirements of the job descriptions or violate library policies will be dismissed.

The library reserves the right to limit the use of volunteers, adjust the hours of any volunteer, or to reject or terminate the services of a volunteer as it, at its sole discretion, deems fit, in order to best achieve its mission.

**Leaving the Volunteer Program**

To end a volunteer commitment, please notify the Volunteer Coordinator of the decision and the effective date.

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Having read the above, I (print name), \_\_\_\_\_, parent  
or legal guardian, hereby grant my permission for :  
Minor's Name (print): \_\_\_\_\_

To volunteer at the Englewood Public Library. I attest to their ability to follow the policies  
outlines above.

Signature of Parent/Guardian:

Date Signed: \_\_\_\_\_ Phone No.: \_\_\_\_\_