



Pikes Peak Library District Teen Volunteer Expectations

Volunteers are essential to Pikes Peak Library District. Part of your responsibility as a volunteer is to comply with Library volunteer expectations and rules.

Attendance: Volunteers are depended upon to work the hours they are scheduled. Be sure you know when you are scheduled to work and keep the schedule you agreed to. Promptness in coming to work is expected. Three missed shifts will result in dismissal.

Contact a staff member as far in advance as possible if you are unable to work your shift. Know the phone # and extension to call in the event of sickness or expected tardiness:

Library Supervisor/Staff Name: _____ Phone #: _____

Recording Hours: Every shift:

- Check in with your volunteer supervisor/staff member;
- Check out with volunteer supervisor/staff member;
- Monthly, update your one (1) time sheet EVERY time you volunteer. Do not fill in a new time sheet every time you volunteer.

Dress: Nametag must be worn at all times.

Provide excellent customer service! It is the mission of PPLD to provide excellent customer service. As a representative of the library, you are expected to adhere to PPLD policy regarding customer service and treat all patrons, 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 staff with project preparation or library upkeep.

Attention to Duty: Visits from friends, cell phone use, and other forms of personal communication should be conducted while on 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 members 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 fifteen-minute break. Take breaks one volunteer at a time, unless arranged with staff in advance.

Personal Possessions: Please use a safe place to store your clothing and other personal possessions while you are volunteering. Your supervisor will point out the best location.

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

Security: Security is everyone's business. If you have any reason to believe that there is a threat to the safety or security of library staff, patrons or property, then you should alert a member of the security staff or the "staff person in charge" immediately.

Confidentiality: Never give out the home address or telephone number of a staff member or another volunteer. If you are approached by the media, police or others, please refer them to your supervisor or the staff member in charge.

Transportation: Make sure rides are there to pick you up 30 minutes before closing.

Drug and Alcohol Policy: As per library policy, there will be ABSOLUTELY NO alcohol or drugs (including tobacco) consumed in the library.

Dismissal of teen volunteers: The PPLD policy on dismissing teen volunteers:

- If corrective action is required, the supervisor will schedule a meeting with the volunteer and another PPLD staff member. At that meeting the supervisor will describe:
 - The undesired behavior;
 - The impact of the behavior on others and the program; and
 - The consequences.
 - Supervisor will document the discussion in writing.
- Consequences for a second occurrence will result in the parent being notified and a meeting with the volunteer, parent and Volunteer Coordinator.
- Parent and teen volunteer will be notified that another occurrence will result in dismissal. Volunteer Coordinator will document in writing the discussion with the teen and the parent.

PPLD Teen Volunteer Expectations Agreement

I, (print name) _____ have read, fully understand and will adhere to PPLD's Teen Volunteer Expectations.

Signature: _____ Date: _____