



Teen Volunteer Policy and Procedures

Statement of Purpose

Bastrop Public Library shall use the services of volunteers to supplement the efforts of paid library staff in meeting demands for quality public service. Volunteers aid the library in making the best use of its fiscal resources and contribute to sound working relationships with community groups and organizations. Volunteers are liaisons to the community and by their contribution are advocates for quality library service. The library and its volunteers work together to meet the goals and mission of the organization.

Volunteers are expected to act in accordance with library policies and to reflect positive customer service attitudes to all library patrons.

The library shall make use of the services of interested volunteers to supplement, not replace, the work done by library staff.

Equal Opportunity - General Statement of Policy

It is the policy of BPL to provide equal opportunity to applicants and employees; and to administer all personnel policies and practices such as recruitment, hiring and other terms, conditions and privileges of employment in a manner that does not discriminate on the basis of race, color, religion, national origin, sex, age, physical or mental handicap or disability, or liability for service in the Armed Forces of the United States.

Definition of a Teen Volunteer

A teen volunteer shall be considered as any individual, 14 years of age or older, who contributes time, energy, and talent to BPL and is not paid by library funds. Exceptions to the age requirement may be made by the Library Director or his/her designee. Exceptions are granted for those individuals that are performing community service for service organizations such as PALS, Girls Scouts, etc. BPL does not accept volunteers from Teen Court or for court-ordered community service.

All volunteers must be accepted by BPL prior to the performance of assigned tasks (see "How to Become a Teen Volunteer" below).

How to Teen Become a Volunteer

1. All volunteers are required to fill out a Teen Volunteer Application form.
 - a. Volunteers must be at least 14 years old and have their application signed by a parent/legal guardian in order to volunteer.
2. Teen volunteers must commit to a minimum of ten hours of volunteer service each semester (January-May, June-August, and September-December).
3. The Teen Volunteer Coordinator will review the completed application.
4. Volunteers are selected based on their qualifications in relation to the needs of the library at any given time.
5. If selected, volunteers will be contacted for an orientation day.
6. Acceptance of an application is at the library's discretion.

Supervision

The Teen Volunteer Coordinator or his/her designee has the responsibility of supervising a volunteer worker. No volunteer worker will be allowed to work without the Teen Volunteer Coordinator or his/her designee being present. The Teen Volunteer Coordinator or his/her designee is responsible for the day-to-day management and guidance of the volunteer. All volunteer workers must follow staff instructions and established library policy and procedures. Volunteers are free to ask questions or report any problems or concerns they may have about their assignments to the Teen Volunteer Coordinator.

Volunteers are expected to perform their assigned duties to the best of their abilities and to be loyal to the mission, values, goals, and policies of BPL. All volunteers should keep their supervisor informed of their projects and work status, and of their comings and goings in the library.

Volunteers who are family members of library staff may not be placed under the direct supervision of their family member.

Job Orientation and Training

Before beginning a volunteer assignment, the Teen Volunteer Coordinator will be responsible for the following:

1. Take the Teen Volunteer on a tour of the building
2. Introduce the Teen Volunteer to library staff
3. Review library and volunteer policies as necessary
4. Review job duties and expectations
5. Confirm work dates, times, and anticipated duration of the assignment
6. Supply the Teen Volunteer with a name tag and review the sign-in and sign-out process
7. Provide training on any new skills needed to perform assigned tasks as necessary
8. Discuss procedures for obtaining, using, and caring for needed supplies as necessary
9. Provide safety orientation as necessary

Volunteer Responsibilities

Tasks that may be performed by volunteers are listed below; however, not all opportunities are available at all times. This list of duties may be expanded if other opportunities arise.

- Greet and assist patrons to the proper place or person.
 - Smile! Make the library a friendly and welcoming place!
- Shelf books
- Shelf-read books
- Straighten and tidy the library
 - Clean tabletops, countertops, bookshelves (to make sure they are clutter-free, not sticky, and free of dust)
 - Run ruler under bookshelves (to find missing books and/or puzzle pieces)
 - In the parking lots, pick up trash and pull weeds/grass in cracks
- Help prep and facilitate different programs (as assigned), such as storytime, Open House, Teen Thursdays, Summer Reading Program, and more
 - Stamp bookmarks
 - Cut scratch paper
 - Setup and teardown for different programs
- Undertake special projects, as assigned
 - i.e. Displays, pre-weeding

- ***Other tasks as assigned***

Confidentiality

According to the Texas Open Records Act, the record of library materials you borrow or use, the information you seek in the library, or the library services you use cannot be disclosed to anyone except

- As reasonably necessary for the operation of the library
- Persons authorized, in writing, by the individual named in the records
- By order or subpoena of a district court, issued on a showing of good cause

When you work at the library, there may be tasks you perform that will expose you to confidential information. Teen volunteers are bound by rules contained in all library policies and guidelines, especially as they relate to patron privacy and confidentiality.

Code of Conduct

Here at BPL, we ask that our Teen Volunteers observe the following and behave accordingly:

- Always be on time
- Be respectful of others
- No food or drinks are allowed in the public areas of BPL
- Rude or obscene behavior or language are not tolerated
- Dress appropriately at all times

Teen Volunteers should maintain a professional, friendly demeanor at all times and are asked to direct all questions to a staff member. Staff members are trained to deal with questions about the library's collection, services, policies, and procedures.

Dress Code

Teen Volunteers are ambassadors for the library and need to present a positive image to the public. It is expected that each Teen Volunteer will follow the same dress code as the staff. If a Teen Volunteer is dressed in an inappropriate manner, they may not be able to work their shift.

This means:

- No baggy or torn pants or shirts
- No caps or hats
- No tank tops, muscle shirts, or spaghetti straps
- No flip-flops or sandals. Shoes must be close-toed and close-heeled
- No shorts (with the exception of outside events during June and July, where shorts to the knee are acceptable)
- No clothing with offensive or vulgar language or graphics

Drug Policy

While on BPL premises, Teen Volunteers may not use or be under the influence of drugs or alcohol.

Sexual Harassment

All volunteers, supervisors, employees, and members of management --both male and female-- are strictly prohibited from sexually harassing or making improper advances towards other volunteers, guests, employees, supervisors, or members of management. Sexual harassment includes unwelcome or unsolicited verbal, physical, or sexual conduct that is made a term or condition of service or employment, is used as the basis of employment or advancement decision, or has the purpose or effect of unreasonably interfering with work or creating an

intimidating, hostile, or offensive environment. Any sexual harassment needs to be reported immediately to the Teen Volunteer Coordinator or supervisor.

Safety Procedures

Teen Volunteers are asked to be alert at all times to safety hazards and to report unsafe acts or conditions to the Teen Volunteer Coordinator or supervisor. Teen Volunteers should also notify their supervisor of any assignments that cause physical discomfort or that could lead to personal injury. All injuries, whether minor or serious, must be reported directly to the Teen Volunteer Coordinator.

Fire and Evacuation Plan

In the event that the fire alarm sounds, both staff and volunteers are responsible for helping patrons safely exit the building. During your orientation, you will become familiar with all of the library's exits. If the fire alarm goes off, everyone MUST exit the building and wait outside until it is safe to return.

Library Equipment

Library-owned equipment and supplies are for library use only and may not be used for personal business. This includes faxing personal documents, making personal copies, and printing personal items.

Personal Items

BPL is not responsible for any personal items that are lost, damaged, or stolen. Lockers are available for our volunteers in the staff kitchen.

Performance Evaluation

The Teen Volunteer Coordinator may meet with the Teen Volunteer regularly to review job performance. Evaluations may be formal or informal and may be written or verbal.

Changes in Personal Information

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

Employment

Teen Volunteers who are interested in paid employment with BPL should apply through the City of Bastrop's Human Resources Department and will compete with all other applicants responding to notices for available positions.

References

We are glad to provide references for our volunteers. Your reference letter will consist of

If you are volunteering to gain certain experience and need the reference letter to address those experiences, then talk to your Teen Volunteer Coordinator.

Volunteer Badge and Timesheet

Volunteers should always wear their name badges while working in the library.

In order for us to record their correct amount of volunteering hours, volunteers must always sign in at the time they arrive and then sign out before leaving. Each volunteer will have their own sign-in sheet. The Teen Volunteer Sign-In binder is located behind the Circulation Desk near the registers.

Work Schedule

Teen Volunteers work hours at the library when supervisors are readily available. The number of volunteers accepted is based on the amount of work and supervisory time available.

Attendance

Teen Volunteers are expected to be dependable, responsible, and punctual. They should notify the Teen Volunteer Coordinator as soon as possible if they know they will be late or absent. If he/she is planning to be absent, we need to know so that we can contact another volunteer to fill the available spot.

In the event of tardiness or absence, message the Teen Volunteer Coordinator on Remind at least 48 hours in advance or as soon as possible.

Problem Resolution

When our Teen Volunteers have a complaint or an issue, they will need to first come to the Teen Volunteer Coordinator and discuss it fully. If a resolution can't be reached, then the Teen Volunteer Coordinator will meet with a supervisor and discuss the issue at hand in order to determine an effective resolution.

Volunteer Resignation

To end a Teen Volunteer Commitment, please notify the Teen Volunteer Coordinator of that decision and the effective date.

Dismissal

Teen Volunteers who fail to meet the requirements of the job description; violate BPL policies; or violate city, local, state, or federal law while working at BPL are subject to dismissal.

Teen Volunteers agree that BPL may, at any time, for whatever reason, decide to terminate the volunteer's relationship with the library or decide to make changes in the nature of their volunteer assignment.

Library Hours

Monday, Wednesday, and Friday: 10:00am-6:00pm

Tuesday and Thursday: 1:00pm-9:00pm

Saturday: 10:00am-4:00pm

Sunday: Closed

Library Holidays

BPL is closed for the following holidays each year:

- New Year's Day
- Martin Luther King Day
- Texas Independence Day
- Good Friday
- Easter Saturday
- Memorial Day
- Independence Day
- Labor Day
- Veterans' Day
- Thanksgiving Day and Weekend
- Christmas Eve and Day