

# ARAPAHOE LIBRARIES TEEN VOLUNTEER HANDBOOK

Teen Volunteer Name

Library Volunteer Contact

Library Volunteer Contact Email

# THANK YOU FOR DECIDING TO BE AN ARAPAHOE LIBRARIES TEEN VOLUNTEER.

WELCOME, TEEN VOLUNTEERS! WE ARE DELIGHTED YOU HAVE CHOSEN TO HELP US MAKE THE LIBRARIES THE BEST THEY CAN BE. YOU HELP US MAINTAIN PRESENT SERVICES AND EXPAND INTO NEW AREAS. WE WOULDN'T BE WHERE WE ARE TODAY WITHOUT TEEN VOLUNTEERS LIKE YOU, AND WE HOPE YOU FIND YOUR VOLUNTEER WORK WITH US AN ENRICHING AND REWARDING EXPERIENCE.

IF YOU HAVE ANY QUESTIONS, PLEASE DON'T HESITATE TO ASK.



# ARAPAHOE LIBRARIES TEEN VOLUNTEERS

TEEN VOLUNTEERS HAVE ALWAYS SERVED A VITAL ROLE IN THE ARAPAHOE LIBRARIES. ALONG WITH THE TANGIBLE WORK THEY ACCOMPLISH, OUR VOLUNTEERS ARE OUR BEST AMBASSADORS IN THE COMMUNITY.

## GUIDELINES

As a teen volunteer, you are considered an adjunct member of our staff, and as such are expected to contribute to the positive environment we strive to maintain. Here are a few guidelines we ask you to follow while volunteering in the libraries:

- Please limit personal conversations in public areas
- If a patron asks you for help, please direct them to the appropriate staff member
- To make personal calls, please use phones in the workroom or lounge or your cell phone
- Never discuss with others what you see a patron use or check out of the library
- Report any on-the-job accident or illness to your Library Volunteer Contact immediately
- Customer service is your most important job as a teen volunteer – whether you are working directly with patrons or behind the scenes sorting books or preparing materials
- Be prepared to be flexible. We may ask you to do a different job than the one you originally signed up for on any given day
- Show enthusiasm by focusing on the job you are doing and pay attention to the details needed for the job at hand
- Do not leave before your shift is complete without letting a library staff member know
- We ask that you do not eat or drink during your volunteer shift (water bottles are allowed)
- While volunteering, please do not use your cell phone and do not listen to music with headphones (unless you are not working directly with the public and have been given permission)
- If friends come by, be polite but let them know you are volunteering and you are unable to socialize until after your shift.
- Do not use the library computers while you are on duty unless you have been asked to do so
- It is okay to talk quietly with other volunteers you are working with
- Keep the area where you are working neat, and please clean up after you have finished a job
- If you are a Summer Reading Volunteer, it is acceptable to read a book or magazine during a downtime
- During your volunteer shift, we ask that you do not bring younger siblings or others you are supposed to supervise
- Because the library cannot be responsible for lost or stolen items, avoid bringing valuables like cell phones, wallets, etc. to the library during your volunteer shift

## ORIENTATION

Summer reading volunteers are required to attend an orientation. Orientation is hosted by the Library Volunteer Contact and covers basic duties, requirements, expectations and library-specific issues for Summer Reading volunteers. Teens volunteering at other times of the year may also be required to attend an orientation session or meet individually with the Library Volunteer Contact.

## SCHEDULE

Once your schedule is set, we count on your time commitment. If for any reason you are unable to arrive at your scheduled time, please call and let us know. If you are having difficulty with your schedule or the assignment you've been given, please consult with your Library Volunteer Contact.

Teen volunteers are responsible for the accurate completion and timely submission of timesheet or hours logs. Your Library Volunteer Contact will let you know how and where to keep track of your hours. Please remember to sign in when you arrive and sign out when you are finished with your volunteer shift.

## PRESENTATION

Teen volunteers represent the library and should present a positive image to the public. Similar to school guidelines, we ask that you refrain from wearing short shorts, bare midriffs or excessively baggy pants. For your safety, we recommend that you do not wear open-toed shoes like sandals or flip flops while working.

By volunteering, you are gaining valuable work and life experiences. Remember that you can put your volunteer experience on job and college applications. In addition, you will learn about the library, meet new people and help your community.



## DISCIPLINARY PROCEDURES

Volunteers are expected to meet the same standards of professionalism required of library staff. An unsatisfactory volunteer is an unfair burden upon fellow volunteers and library employees; therefore, those who fail to meet the requirements of the job descriptions or who violate library policies are subject to dismissal.

## VOLUNTEER MISSION STATEMENT

Arapahoe Libraries' volunteers are dedicated to supporting the mission of the Arapahoe Libraries by assisting staff with library operations, outreach to the community, fundraising and special events and enhancing the programs offered by the library to the communities being served.



# PARENT CONSENT FORM

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Teen Volunteer Name

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Parent/Guardian Name

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Address

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Phone: (Home) (Work) (Cell)

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E-Mail (If checked regularly)

I give permission for my child \_\_\_\_\_ to be a teen volunteer for Arapahoe Libraries. If accepted as a volunteer, I understand they will be provided with orientation and training necessary for the safe and responsible performance of their duties and they will be expected to meet all the requirements of the position, including regular attendance and adherence to Arapahoe Library District policies and procedures. I understand that they will not receive monetary compensation for the services contributed. I will support them by respecting their volunteer commitment and providing transportation if needed.

In case of emergency, please contact:

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Name	Relationship	Phone
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As part of their work in the library, I understand that my child may be photographed. I hereby grant the Arapahoe Library District permission to use photographs, motion pictures, audio tapes, video tapes or televising of my child, or statements made by them, in any publicity, advertising, website or other similar materials. I understand this may involve placing their photograph on promotional materials for an indefinite period of time. I further understand that their name may or may not be displayed.

I also agree that there will be no compensation for the use of my child's photograph. I hereby release the Arapahoe Library District from any liability in connection with the making, publication, distribution or other use of such materials.

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Signature Date

Please return this completed form to the Branch Volunteer Contact at the library in which your teen wishes to volunteer. If you have questions about our Teen Volunteer Program, please contact the Volunteer Coordinator at 303-792-8960.



# TEEN VOLUNTEER AGREEMENT

Teen volunteers provide assistance with Arapahoe Library District’s Summer Reading Program and other events at the library. Teen Volunteers are positive examples for younger patrons and encourage library usage and a love of reading.

Before beginning their service, Teen Volunteers must sign this Teen Volunteer Service Agreement.

As a Teen Volunteer at the Arapahoe Library District, I, \_\_\_\_\_, agree to the following:

1. I will arrive on time, sign-in and notify a staff member I am here. If I am unable to do this I will email \_\_\_\_\_, giving 24 hours notice when possible.
2. I will remain on task until my time slot has ended (except for restroom breaks) unless a staff member has asked me to do another task and I will notify a staff member when I am taking any sort of break or leaving for the day.
3. I will speak with my Branch Volunteer Contact if I need to make changes to the schedule.
4. I will perform my duties as assigned in a pleasant manner. If I have any questions about what I am to do, I will ask a staff member.
5. I will refer patrons to the staff members on duty when questions arise that are not directly related to my job.
6. I will be courteous and respectful to library patrons, staff and other volunteers at all times.
7. I will use the phone only with the permission of a staff member.
8. I will not bring food into the library during my volunteer shift.
9. I will wear a volunteer nametag when I am working.
10. I will wear appropriate attire to the library (no bathing suits, no bare mid-riffs, no short-shorts, no short skirts, no clothing with offensive or threatening messages).
11. I will keep socializing to a minimum. Visitors, relatives and friends are welcome to use the library but may not participate as volunteers.
12. I will not use electronic equipment while on duty, including text messaging, listening to music, playing on the computer or playing games unless given special permission.
13. I will keep my cell phone in my pocket on vibrate and will not make or receive any calls that are not emergencies.
14. I understand that any use of drugs, alcohol, weapons, or any form of theft, violence, or bullying are a violation of ALD’s Patron Code of Conduct and are grounds for immediate termination and/or prosecution.

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Volunteer Signature \_\_\_\_\_ Date \_\_\_\_\_

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Parent/Guardian Signature \_\_\_\_\_ Date \_\_\_\_\_



# THANK YOU

## CONTACT

303-LIBRARY (303-542-7279)  
or at [arapahoelibraries.org](http://arapahoelibraries.org)

## LOCATIONS

### Castlewood Library

6739 S. Uinta St., Centennial, CO

### Davies Library

303 Third Ave., Deer Trail, CO

### Eloise May Library

1471 S. Parker Rd., Denver, CO

### Kelver Library

404 E. Front St., Byers, CO

### Koelbel Library

5955 S. Holly St., Centennial, CO

### Sheridan Library

3425 W. Oxford Ave., Denver, CO

### Smoky Hill Library

5430 S. Biscay Cir., Centennial, CO

### Southglenn Library

6972 S. Vine St., Centennial, CO

### Mobile Library

Visit [arapahoelibraries.org/mobile-library-services](http://arapahoelibraries.org/mobile-library-services) for schedules and maps.

### Support Services and the Arapahoe Library District Friends Foundation

12855 E. Adam Aircraft Cir., Englewood, CO