

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.

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.



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GUIDELINES

As a teen volunteer, you are considered an honorary 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:

- When in public areas you are considered a library representative, please be aware of the conversations you have with friends, staff, or fellow volunteers.
- If a patron asks you for help outside of your training, please direct them to the appropriate staff member.
- Cell phone use: To make personal calls, please use your cell phone in the workroom or use the phones available in those areas. 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). You should never film or photograph members of the public using our libraries without permission.
- 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 Teen 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 in public areas during your volunteer shift (water bottles are allowed).
- 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.
- 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

All teen volunteers are required to attend an orientation. Orientation is hosted by the Teen Volunteer Contact and covers basic duties, requirements, expectations and library-specific issues for volunteering.

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 Teen Volunteer Contact.

Teen volunteers are responsible for the accurate completion and timely submission of timesheet or hours logs. Your Teen 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 staff dress guidelines, we ask that you refrain from wearing short shorts, bare midriffs or excessively baggy pants. For your safety, you are not permitted to wear open-toed shoes like sandals or flip-flops while working with materials or carts.

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.



PROFESSIONAL EXPECTATIONS

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

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

TEEN VOLUNTEER NAME

PARENT/GUARDIAN NAME

ADDRESS

PHONE: (HOME)

(WORK)

(CELL)

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:

NAME

RELATIONSHIP

PHONE

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.

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 to Arapahoe Libraries. 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 Teen 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 wear a volunteer nametag when I am working.
9. 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).
10. I will limit cell phone use to permitted areas.
11. I understand that any use of drugs, alcohol, weapons, or any form of theft, violence, or bullying are a violation of Arapahoe Libraries Patron Code of Conduct and are grounds for immediate termination and/or prosecution.

VOLUNTEER SIGNATURE

DATE

PARENT/GUARDIAN SIGNATURE

DATE



THANK YOU

Castlewood Library

6739 S. Uinta St., Centennial, CO

Davies Library

128 2nd Ave, Deer Trail, CO

Eloise May Library

1471 S. Parker Rd., Denver, CO

Kelver Library

585 S Main St., Byers, CO

Koelbel Library

5955 S. Holly St., Centennial, 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 for schedules and maps.

Support Services and the Arapahoe Library District Friends Foundation

12855 E. Adam Aircraft Cir., Englewood, CO



ARAPAHOE
LIBRARIES

303-LIBRARY (303-542-7279)
arapahoelibraries.org