



Teen Volunteer Conduct Agreement 2018

You Are Appreciated! Thank you for making a commitment to the Scottsdale Public Library. We hope your experience at the Library will be fun and educational!

Getting Started You are required to attend one General Orientation Session **AND** one Training Session at the Library where you plan to volunteer. This training will prepare you for your volunteer work at the Library.

Remember you are REQUIRED to attend one of the following:

General Information Sessions

Saturday, May 12 / 10:30 am - 12 pm at Civic Center Library OR Wednesday, May 16 / 5:30 pm - 7 pm at Mustang Library AND.... you are REQUIRED to attend training at the branch where you plan to volunteer (below):

Appaloosa Training: Tuesday, May 29 / 5 - 6 pm

Arabian Training: Tuesday, May 29 / 6 - 7 pm **OR** Wednesday, May 30 / 10 - 11 am **OR** Thursday, May 31 / 2 - 3 pm

Civic Center Training: Tuesday, May 29 / 3 - 5 pm

Mustang Training: Wednesday, May 30 / 5:30 - 7 pm

Palomino Training: Wednesday, May 30 / 1 - 2:30 pm

Expectations

Employees and volunteers are expected to promote city values:

- Show caring & Compassion for Others
- Respect the Individual
- Be Accountable & Act with Integrity
- Focus on Quality Customer Service
- Learn & Grow Continuously
- Collaborate as a Team
- Listen, Communicate, Take Action
- Plan and Innovate for the Future

What do I do?

Staff will train you and help you become familiar with your assigned duties. If you have any questions about what you should be doing, please check with your Supervisor.

What's my Schedule?

Your supervisor will let you know your schedule. If you need to change your hours, please contact your Supervisor as soon as possible.

Be on Time!

We depend on you! Promptness is expected. Please report for your duties on time. If you are sick or unable to arrive on time for your shift, *you must* contact your Volunteer Supervisor at least 2 hours in advance.

Signing In / Recording Hours

Teen Volunteers will have a sign-in area. We will provide you with a name badge. Volunteers are required to wear their name badges at all times while performing volunteer duties. After your shift name badges should be returned and stored at the library. Please record your hours each time you volunteer.

What do I wear?

Volunteers are representatives of the Library and the City of Scottsdale. We will provide an official "Teen Volunteer" T-shirt to each of our Teen Volunteers. You are required to wear your shirt and name badge to each shift. Your clothing should always be neat and clean. Casual, comfortable clothing is suggested. If you come to work wearing inappropriate clothes, you will be sent home. If in doubt, check with your Supervisor before coming to work.

Phone Calls

Reserve text messaging and personal calls until after your shift. Important family phone calls or messages can be received while you are volunteering. If your family calls the Library, they should ask for you by first and last name, and mention that you are a Teen Volunteer.

Personal Belongings

Since you'll be working in a public place, you may wish to leave valuables at home. Your Supervisor will show you where you can keep your personal items. Lost items are your responsibility.

Confidentiality

Library/Customer/volunteer information is considered private and should not be shared or used for personal reasons. Staff/volunteer computers are to be used only for work purposes. Personal email and web browsing should be limited to public computers when not on duty.

Be Courteous

The Library values its customers, staff and volunteers. We believe that courtesy and respect lead to good service and communication. Please maintain appropriate noise levels and behaviors in staff and public areas. Keep socializing with friends at a minimum while on duty. Focus on the customer in front of you.

Quality Work

We believe in quality rather than quantity. Please be neat and accurate. Ask questions if you need more information.

Check it Out!

Any materials you wish to take home (books, CDs and DVDs) must be checked out before leaving the Library. There are no exceptions.

I acknowledge that I have received a copy of the City of Scottsdale Public Library's Teen Volunteer 2018 Handbook and have been advised of its contents. I agree to adhere to all guidelines set forth in the Handbook.

Volunteer Name (*print*)

Volunteer (*signature*)

Date

Parent or Guardian Name (*print*)

Parent or Guardian (*signature*)

Date