

Teen Volunteer Supervisors

480-312-READ (7323)

Appaloosa Library

Lynn Haskell and Ginny Myrick

Arabian Library

Mariana Van Meter and Terri Tremel

Civic Center Library

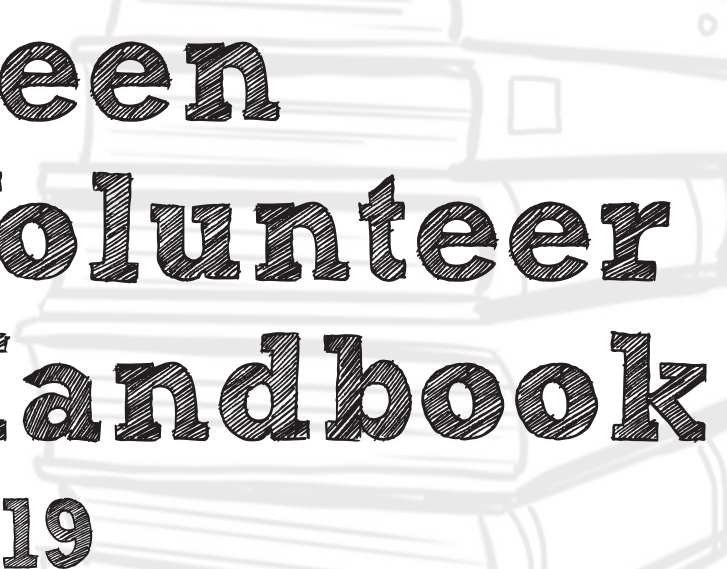
Alyssa Black and Caryn Nall
Julie Spencer (Reading Buddies)

Mustang Library

Noëlle Melton and Jess Oakenstar

Palomino Library

Daylynn Little and Kate DeLaPointe



Teen Volunteer Handbook 2019

**Please note, volunteer assignments are not permanent. Your volunteer assignment may change or be discontinued at any time if it is not in alignment with the Library Teen Volunteer Program parameters.

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 Information Session **AND** one training session at the Library where you plan to volunteer.

Remember you are **REQUIRED** to attend one of the following:

- **General Information Sessions**
- Saturday, May 11 / 10:30 am - 12 pm at **Civic Center Library** **OR**
- Wednesday, May 15 / 5:30 pm - 7 pm at **Mustang Library**

AND.... you are REQUIRED to attend training at the branch where you plan to volunteer:

- **Appaloosa Training:** Tuesday, May 28 / 5 - 6 pm
- **Arabian Training:** Wednesday, May 22 / 6 - 7 pm **OR**
Saturday, May 25 / 11 am - 12 pm
- **Civic Center Training:** Wednesday, May 22 / 4 - 6 pm
- **Mustang Training:** Wednesday, May 29 / 6 - 7:30 pm
- **Palomino Training:** Friday, May 31 / 1 - 2:30 pm

Expectations

Both 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 that must be worn to each shift, along with your name badge. 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 e-mail 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 to 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.