



Tucson-Pima Public Library

Teen Volunteer Orientation & Training



- **WELCOME!**

The Library welcomes you as a volunteer member of the library staff. Thank you for your interest in becoming a teen volunteer. Your time, energy, and talent enable our library to continue providing a high level of service. We hope your association with the library meets your needs as well as ours.

- **POLICIES AND PROCEDURES**



Volunteers are considered members of the library staff and have the following rights and responsibilities:

- **Attendance**

Schedules are planned to give the library coverage needed to provide adequate and efficient library service. Volunteers are depended upon to work the hours they are scheduled. Promptness in coming to work is expected. Please notify the Volunteer Coordinator in the event of absence or tardiness. Please try to give adequate notice of planned absence so that schedules may be rearranged.

- **Volunteer Name Badges**

Volunteer name badges are to be worn by all volunteers on duty. Volunteer name badges help library users distinguish between volunteers and paid staff and also serve to promote the volunteer program.

- **Dress**

Volunteers are asked to dress appropriately for working public service. Specific guidelines:

- *Closed-toed shoes are required to protect against injury from dropped books or book carts.
- *Jeans are acceptable, but ragged, frayed or cut-off jeans with holes in them are inappropriate on the job.
- *Bare midriffs, strappy tank tops, and short shorts are inappropriate.
- *T-shirts with messages or promotional graphics relating to drugs, alcohol, or sex are prohibited.



- **Conduct**

Friendly, efficient service is expected at all times. Since the public sees you as a staff member, you represent the library and its commitment to excellent service.

Try to be pleasant and courteous to everyone using the library, regardless of their demeanor. If you are not absolutely certain how to answer a customer's question, refer her/him to a staff member at the Information Desk. Questions relating to the location of library materials and reference questions should always be referred to staff at the Information Desk.

Visits and personal telephone calls must be kept to a minimum. Emergencies (sudden illness, for example) or the need to inform your family of an unexpected change in scheduling, are considered library business, and you are welcome to use the library telephones for these purposes.



Food and drink are not permitted in the library except in the staff areas. Smoking is not allowed anywhere in the library.

- **THANK YOU!!!**

