

## **Welcome**

Welcome to the Baldwin Public Library Teen Volunteer Program! We are so glad you are here. You will have questions about your role as a teen volunteer. This guide has been prepared to answer some of the questions for you.

## **Volunteer Requirements**

Teen volunteers must be 14-19 years old. Anyone under 18 must have a valid work permit from their school. A completed application must be on file before volunteering can start. Both the work permit and the application can be found on our website.

## **Teen Volunteer Expectations**

As a teen volunteer, you are helping assist the library to best serve the public. Volunteers should take pride in the work they do and treat the volunteer opportunity like a job experience. You are responsible for completing your tasks and showing up for your shifts. It is up to you to get the most out of your time as a teen volunteer. Please remain friendly, professional, and reliable during your time at the Baldwin Public Library.

## **Library Hours of Operation**

Monday - Thursday: 9:30 a.m. to 9:00 p.m.

Friday and Saturday: 9:30 a.m. to 5:30 p.m.

Sunday: 12:00 to 5:00 p.m.

## **Attendance**

It is expected and important that you are reliable and consistent with your attendance. Please make sure to show up on time for your scheduled shift. If you are unable to make it for your shift, please notify the library at least 3 hours before your shift is scheduled to start. If you miss more than two scheduled shifts without notice, future opportunities may not be offered.

## **Cell Phone Use**

Cell phone usage should be minimal during volunteer shifts. You are allowed to use your cell phone to listen to music, podcasts, audiobooks, etc. while working on tasks that do not involve interaction with patrons and staff. If you are found to be on your phone for a long period of time instead of completing your volunteer duties, the Teen Volunteer Coordinator has the right to not sign off on hours.

## **Name Tags**

Volunteer name tags are to be worn at all times during your shift. The identification is essential for security purposes as it allows access to staff only areas of the library.

## **Time Keeping**

The library keeps records of volunteer hours. All volunteers are required to sign-in and sign-out at the Adult Reference Desk each time they volunteer. Volunteer shifts can only last a maximum of 2 hours per day. Volunteers who submit fraudulent time records shall be terminated from the teen volunteer program.

**Training**

There is no formal training for the Teen Volunteer Program. Upon arrival for their shift, volunteers will receive instructions from Library Staff to provide them with the information needed to complete their tasks. We expect you to ask questions if you need clarification.

**Customer Services**

As some of the teen volunteer duties require volunteers to be out in the public library space, they may come in contact with patrons. It is important to remain polite and professional at all times. Volunteers are asked to direct all patron inquiries to a Librarian or library staff member. If a patron makes you feel uncomfortable, please notify Library Staff immediately.

**Dress Code**

While this program does not have a dress code, volunteers are required to dress appropriately for a public space. Please abide by the same rules you would for school.

**Teen Volunteer Coordinator**

If you have any questions regarding teen volunteering, please contact Teen Services Librarian, Elisabeth Phou at [elisabeth.phou@baldwinlib.org](mailto:elisabeth.phou@baldwinlib.org) or 248-554-4653.