

Basic Volunteer Conduct

The following are basic guidelines that all Chino Hills Library volunteers are given. Read through them and let me know if you have any questions.



How should I act when I volunteer at the library?

Responsibly! This entails the following:

- Show up for every Library Volunteer shift on time and do not leave early. Volunteers in the shifts before and after are counting on you. Contact us if you are unable to volunteer. Please spell your name (first/last) with your shift time when you leave your telephone message.
- **If you have more than 3 unexcused absences you will be asked to terminate.**
- Be pleasant to staff and patrons because you are representing the library, our city and county.



What do I wear when I volunteer at the library?

- You may wear casual clothing that does not show your midriff or underwear (from the top or the bottom of your clothes). Girls, please do not wear spaghetti straps, short skirts or short shorts. Shirts with objectionable pictures, logos, or words are also not permitted. Flip flops and extra tall boots or high heels are not allowed while volunteering. Finally, no facial piercings, tattoos, or unnaturally colored hair (pink, green, blue, polka dots, etc.).



What shouldn't I do while shelving?

- Put the cell phones away while on your shift! This means: **absolutely** no talking on your phone or texting! **You will get one warning from a staff member, and then if it continues you will be asked to end your shift early.**
- Put away all listening devices; no iPods, mp3 players, etc. Feel free to keep your phones/ personal belongings on the bottom shelf of your shelving cart, in the Volunteer's workroom cabinet or in my office.
- Although very tempting, please do not hide/stand between the shelves and read. No personal reading during your shift. You can check the book out after your shift.
- Your friends will probably be in the library at one point or another when you are shelving, but please do not socialize with them. Also, don't allow your friends to "help" you shelve because they haven't had the training you have had. If they want to help out, they can come to the next orientation and become a new volunteer.
- No working with partners unless directed by library staff.



What happens if I do something I shouldn't while volunteering?

We have a "three strikes and you're out!" rule at the library. Staff may complete a Complaint Form if they are experiencing any problems with volunteers. Upon my receipt, I will review and speak to the volunteer. The volunteer will be requested to "acknowledge" the complaint by signing the form. Should a volunteer receive three strikes they will be asked not to return. There could be a circumstance when the volunteer may be asked to leave on the first violation if the situation is severe enough.

