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**VolunTeen Conduct Agreement**

**VolunTeens agree to:**

* Conscientiously perform all assigned tasks to the best of their abilities. If assigned tasks are unclear, volunteers must ask for direction or assistance from their staff supervisors.
* Follow the Columbus Metropolitan Library Customer Code of Conduct at all times.
* Maintain the confidentiality of library records and customer information. According to library policy*: Library employees and volunteers are expected to keep customer requests and records confidential*.
* Wear a VolunTeen identification badge while volunteering.
* Arrive promptly. VolunTeens who will be late or unable to work at an agreed upon time should contact their staff supervisors or the VolunTeen Coordinator as early as possible.
* Dress in clothing that is clean, neat, in good repair, appropriate for the assigned duties and in keeping with the library’s public nature.
* Addressing the needs of customers is our first priority. Refer customers with questions not related to your responsibilities to library staff.
* Notify your supervisor immediately if you are injured while volunteering, whether or not medical attention is required.
* Be tactful, patient and courteous when volunteering in the library.

**VolunTeens agree to abide by the program’s restrictions, which include:**

* Do not volunteer while under the influence of alcohol or illegal drugs. The use, sale, distribution, possession or manufacture of alcohol or illegal drugs on library property is prohibited.
* Do not use library equipment, materials or property for personal use while on duty. This includes using the internet for anything other than your volunteer responsibilities. Volunteer privileges do not extend beyond the end of a volunteer shift: volunteers may not access staff areas when off duty.
* Do not make inappropriate requests, such as asking for money, food, beverages, or additional privileges not normally given to volunteers. Any type of theft will result in immediate dismissal.
* Falsifying volunteer time tracking records could result in immediate dismissal.
* VolunTeens may not harass library customers, staff or other volunteers. Behavior considered to be harassing includes unwelcome verbal or physical advances, such as: offensive physical actions, e.g. obscene hand or finger gestures; bullying in any form; written or spoken graphic communication such as slurs or jokes; all physical contact when the action is unwelcome by the recipient; or any unwanted sexual attention of a persistent or offensive nature made by a person who knows, or reasonably should know, that such attention is unwanted. Harassment due to an individual’s race, color, gender, religion, national origin, age, disability, marital status, veteran status or sexual orientation will not be tolerated. VolunTeens who witness or experience harassment in any form must report this to their supervisor immediately.

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# Volunteer Signature Date