



## **Volunteer Code of Conduct**

Library volunteers **will**:

- Show respect for the rights, safety and welfare of library patrons, staff and other volunteers.
- Maintain a professional and respectful demeanor when engaging with patrons, staff and other volunteers.
- Report any violation of a library behavior policy or concerns about patron behavior immediately to library staff
- Report any concerns about personal safety, harassment or intimidation to library staff
- Report any concerns about a patron to library staff

Library volunteers **will not**:

- Use any racist, sexist, discriminatory, offensive or culturally insensitive language including inappropriate slang
- Behave in a way that frightens or demeans others
- Accompany a patron into a restroom or assist them with personal care
- Invite a library patron to their home or arrange to see them outside the set activity times in their role as a volunteer
- Dispense medication or share personal medication with patrons
- Use patrons' personal information for personal gain
- Reveal personal information (i.e., Identification Number, Social Security Number, bank account information, etc.) about a patron gained during the course of a library volunteering
- Provide services (i.e., legal assistance, translation services, etc.) beyond the scope of the volunteer duties

Library volunteer leading programs **will not**:

- Transport a library program participant in a vehicle
- Give program participant gifts or personal items
- Perform errands on behalf of library program participants
- Solicit business during library programs or broker any agreements to provide services outside of the library program