

## ESL & Literacy Services: Statement of Volunteer Tutor Expectations

The Arlington Heights Memorial Library (AHML) strives to add value to our customers' lives by upholding our [Vision, Mission, and Values](#). One of our values is to provide unparalleled customer service. We will use these expectations to meet the needs of our customers, staff, and volunteers, and to be held accountable in order to offer the best possible service. The purpose of this document is to provide an overview of ESL/Literacy department services and expectations. As a result, it is not exhaustive and may not cover every scenario. Any changes or exceptions are subject to staff discretion.

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### ESL/Literacy Tutoring Program

AHML offers one-on-one tutoring for adults learning English as a Second Language (ESL). In order to offer consistent service to customers:

- Tutoring services are limited to AHML cardholders. There is typically a waitlist for this program.
- A student may receive tutoring services for up to one year. They can then retake the proficiency test and rejoin the waitlist if they would like additional time with a tutor.
- Each tutoring session should be no longer than 60 minutes.
- Tutoring sessions are held at the library, virtually, or by phone.
- Each tutoring session is limited to one student, unless previously arranged by ESL/Literacy Office staff.

\_\_\_\_\_ I have read the above statements and understand the structure of AHML's one-on-one  
(initials) tutoring service for adults learning English as a Second Language.

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### ESL/Literacy Office Roles and Responsibilities

- Match volunteers and students based on mutual availability, skills, preferences, goals, etc.
- Conduct a new-to-tutoring session with the student to better understand their needs as a learner and to discuss expectations for tutoring with them.
- Reserve conference rooms for tutors and students as requested.
- Provide reasonable assistance to volunteers in identifying resources for students.
- Respond to questions or concerns from volunteers and/or students.

\_\_\_\_\_ I have read the above statements and understand the roles and responsibilities of the  
(initials) ESL/Literacy Office staff.

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### Volunteer Tutor Roles and Responsibilities

Please review the following roles and responsibilities carefully and contact your volunteer supervisor if you have any questions.

#### *Communication*

- Be on time and inform the ESL/Literacy Office by phone if my arrival time is delayed or if I will be absent. Students are expected to do the same.

- Communicate any planned absences to the ESL/Literacy Office in advance so staff can notify students and cancel room reservations (if applicable). Students are expected to do the same.
- Call the ESL/Literacy Office if an absence is less than 24 hours before a scheduled tutoring session. Students are expected to do the same.
- Inform the ESL/Literacy Office if your student does not show up for their session.

*Policies and Procedures*

- Adhere to the library’s [Code of Conduct policy \(7.001\)](#), as well as our [culture statement](#) and statement on [Inclusion, Diversity, Equity and Accessibility \(IDEA\)](#).
- For your first session, please come to the ESL office to be introduced to your student (unless other arrangements made by staff)
- Follow the library’s [circulation policy \(5.003\)](#), including checking out items on your personal library card. Students are expected to check out materials on their personal library card.
- Record your hours by clocking in and out at a volunteer timeclock station or submitting them online through the [Volunteer Information Center](#) (VicNet).

*Student Interactions*

- Plan and facilitate a weekly tutoring session.
- Collaborate with your student on how best to meet their learning goals.
- Be aware of, and sensitive to, cultural differences when interacting with students.
- Refer students to ESL/Literacy staff for support beyond English and literacy needs.
- Refrain from providing legal or other professional advice to students.
- Report any concerns to staff.

\_\_\_\_\_ I have read the above statements and understand the roles and responsibilities of a  
 (initials) volunteer tutor.

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By signing below, I acknowledge that I have read the above expectations and agree to abide by them.

Signature \_\_\_\_\_ Date \_\_\_\_\_

Print Name \_\_\_\_\_