

Teen Volunteer Guidelines

Welcome to the Lake Travis Community Library volunteer team! Our goal is to provide you with a meaningful, rewarding, and fun volunteer experience. Below are the guidelines we ask you to follow while volunteering with us.

- **Appearance**

While there is no formal dress code, please remember that you are acting as a representative of the library and so we ask that you dress appropriately for your task. If you would get dress-coded at school, it probably is not appropriate for the library either. Please avoid strong colognes or perfumes, which may be bothersome to patrons, staff, or other volunteers with allergies. Please wear your library name tag when you are representing the library.

- **Attendance**

Volunteers are crucial to the library's ability to operate and serve the community, and therefore we ask you to be reliable and prompt. If you will be late or need to miss a shift, please contact the teen volunteer coordinator.

- **Communication**

Communication with library staff and other volunteers is an important and ongoing process. We want to support you in your efforts on behalf of the library, so please come to us with any questions or concerns, if you need help, or if you are uncertain of a policy or procedure. Similarly, if you are not satisfied with your volunteer assignment or experience, please contact the teen volunteer coordinator.

- **Confidentiality**

All information regarding patrons is strictly confidential, as are all transactions among library users, staff, and volunteers. Volunteers are required to uphold this policy. This includes a patron's personal information and any information about what a patron asked for, looked at, requested, or checked out.

- **Service**

We want the library to be a friendly and welcoming space for our community and so we strive to offer outstanding customer service to all patrons, both in person and over the phone. We hope that all patrons, staff, and volunteers treat each other with attentiveness, courtesy, professionalism, and respect.

- **Telephones, Cell Phones, and Headphones**

Telephones are provided to conduct library business. Personal calls and texting, including on personal cell phones, should be kept to a minimum. As a courtesy to our patrons, we ask that you step outside or into the library's foyer for personal conversations, and please set your cell phone ringer to silent during your shift. Please do not wear headphones or ear buds while shelving. They give the appearance you are unavailable to answer questions or assist patrons. Please place cell phones and headphones in the cabinet under the sign-in tablet during your shift.

- **Time Recording**

It is important that the library has an accurate record of volunteer service in order to verify your service hours and for annual state reports. It is also important in keeping track of your hours for the Teen Service Scholarship, which is available to graduating teens who have completed at least 100 hours of service with the library and will be continuing their education.