

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 bother some 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.

- **Confidentiality**

All information regarding patrons is strictly confidential and volunteers are expected 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.

- **Phones and Ear Buds**

Personal calls and texting should be kept to a minimum. As a courtesy to our patrons, we ask that you step outside or into the break room for personal conversations, and please set your cell phone ringer to silent during your shift. **Please do not wear ear buds while shelving; they give the appearance you are unavailable to answer questions or assist patrons.**

- **Service**

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

- **Time Recording**

It is important that the library has an accurate record of your volunteer service to be able to verify hours for the Teen Service Scholarship, as well as any school forms you may need filled out. Please be sure to check in to Volgistics when you arrive and out when you leave. If you forget, please let Teen Volunteer Coordinator Michelle Woicyk know as soon as possible so hours can be tracked accurately.