# Volunteer Guidelines

Norfolk Public Library (NPL) appreciates your willingness to volunteer your services to assist the library, its patrons, and the community. While on library premises you will agree to abide by all of the rules of conduct governing the staff and employees of the library in performing your services. As a volunteer, you hereby acknowledge that you will perform your services in good faith and to the best of your ability under the general guidelines provided to you.

- If you show up to volunteer without being scheduled, please understand that the library will not have work for you. PLEASE call ahead to make arrangements for your schedule.
- When you are working you are expected to be…WORKING…not using the computer, looking for books, talking on the phone, writing notes, "hanging around," etc. If you don't know what to do, PLEASE ASK.
- When you are assigned a task, you are expected to work on that and not walk away from your work.
- Volunteers are not permitted to bring guests or children while on volunteer duty unless pre-approval has been granted.
- Volunteers are not permitted in "staff only" areas of branch libraries, unless given permission by the branch manager. Also, volunteers should not be behind the circulation desks unless you are given special permission and trained properly. Circulation is not listed as regular volunteer task.
- You are expected to treat ALL library staff with courtesy and respect and cooperate with them at all times.
- Volunteers are expected to maintain confidentiality of all proprietary or privileged information whether this information involves an individual staff member, volunteer, patron or involves library business.
- All volunteers are considered to be a representative of the library and shall conduct themselves in an appropriate manner when carrying out assignments for the library. Remember that you "are" the library when working here.
- Volunteers are asked to follow the NPL dress code and should remember that they represent the library's image to the public. Therefore, general appearance shall be neat, clean, and in keeping with a professional image. Shorts of appropriate length are acceptable in the summer, but please refrain from wearing tank tops, swimsuits, or bare bellies. Boys' pants should stay up above their hips.
- Please leave all valuable articles at home while volunteering. **The Library is not responsible for lost or stolen personal items** and we do not have secure locations to store these items. The wisest option is to leave anything of value at home.
- If volunteering at a public event with the Norfolk Public Library you are expected to arrange appropriate transportation to and from the event or meeting place. Library staff members are not responsible for coordinating volunteer drop-off or pick-up.
- Please arrive on time for volunteer service. The volunteer will coordinate a schedule with the branch location through the Volunteer Coordinator. If you cannot make a shift please call Amanda R. Lloyd, Volunteer Coordinator, at 664-7328 ext. 320 and/or the designated NPL (Volunteer) Supervisor. Remember if you are completing required community service hours, the "make-up" of missed hours may not be able to be completed in a timely manner. We rely on YOU to perform specific tasks!
- Volunteering is a privilege not a right and a volunteer can be dismissed from the program for not following NPL volunteer guidelines, policies and procedures.
- Please refer to the Volunteer Handbook for more detailed information.
- Volunteers must be **at least 13** years of age to volunteer and those under 18 years of age MUST have parent or legal guardian signature on the Volunteer Agreement Form.
- All volunteers are limited to work **3 hours per day (maximum of 21 hours a week)**, these hours may be extended with approval from the Volunteer Coordinator and NPL supervisor. This is often permitted for those over 18 years of age.