

# VOLUNTEER SERVICE AGREEMENT

Volunteers supplement the efforts of paid library staff to provide quality library services. Volunteers need to present a positive image to the public and are expected to follow library policies and procedures.

Before beginning their service, Volunteers must sign this Service Agreement.

As a Volunteer at the Shelbyville-Bedford County Public Library, I, \_\_\_\_\_, agree to the following:

1. I will arrive on time, sign-in and notify a staff member I am here. If I am unable to do this I will call the library at (931) 684-7323, giving 24 hours notice when possible.
2. I will remain on task until my time slot has ended (except for restroom breaks) unless a staff member has asked me to do another task and I will notify a staff member when I am taking any sort of break or leaving for the day.
3. I will speak with a library manager if I need to make changes to the schedule.
4. I will perform my duties as assigned in a pleasant manner. If I have any questions about what I am to do, I will ask a staff member.
5. I will refer patrons to the staff members on duty when questions arise that are not directly related to my job.
6. I will be courteous and respectful to library patrons, staff and other volunteers at all times.
7. I will use the phone only with the permission of a staff member.
8. I will not bring food into the library during my volunteer shift.
9. I will wear a volunteer nametag when I am working.
10. I will wear appropriate attire to the library (no bathing suits, no bare midriffs, no short-shorts, no short skirts, no clothing with offensive or threatening messages).
11. I will keep socializing to a minimum. Visitors, relatives, and friends are welcome to use the library but may not participate as volunteers.
12. I will not use electronic equipment while on duty, including text messaging, listening to music, playing on the computer or playing games unless given special permission.
13. I will keep my cell phone and other personal items in the main office and will not make or receive any calls that are not emergencies.
14. I understand that any use of drugs, alcohol, weapons, or any form of theft, violence, or bullying are a violation of SBCPL's Patron Code of Conduct and are grounds for immediate termination and/or prosecution.
15. Violation of this agreement may result in termination and jeopardize any future opportunities to volunteer at the Shelbyville-Bedford County Public Library.

The library considers volunteer work to be as valuable, necessary, and as important as paid employees' work. Because of this, you will be expected to meet the same standards as paid staff.

We truly appreciate the time and dedication our volunteers put into helping the library run smoothly. We hope that you build skills that will assist your success in future endeavors.

Volunteer Signature

\_\_\_\_\_ Date \_\_\_\_\_

Parent/Guardian Signature

\_\_\_\_\_ Date \_\_\_\_\_