



EBPL Volunteer Code of Conduct

Here at the library, we love our teen volunteers!

The East Brunswick Public Library encourages volunteers to aid library staff with the special projects, library collection and programs, as well as support the library at community events, and create opportunities for the volunteers to feel personal satisfaction while performing a valuable service for the library and community.

We want our volunteers to get the most out of their volunteer activity at the library, learning new skills, gaining valuable experience, and most of all, having fun!

As such we expect our teens to treat their responsibilities as volunteers here at the East Brunswick Public Library with the commitment and gravity that they would their schoolwork or work commitments.

As a volunteer, you agree to the following Code of Conduct:

1. Library volunteers are recognized by the public as representatives of EBPL and are expected to have positive customer service attitudes to all patrons, staff, and other volunteers. Treat everyone at the library with respect. Display courtesy, sensitivity, consideration, and compassion for others.
2. Library volunteers will take their commitments seriously. If you sign up for an activity, you are expected to show up on time and complete the task you are assigned. If for any reason you cannot attend an activity that you have signed up for, you must notify a staff member as soon as you know of the conflict. Call the library if you do not get a response (an auto response does not count) from the librarian you emailed, and you are cancelling close to when you are supposed to volunteer. The number is 732-390-6789. If you have 2 unexcused absences in two consecutive months, you will be suspended from volunteering for 1 month.
3. Never share your or anyone else's full name, address, email address, phone number or any other personal information with the patrons.
4. Never accept or solicit any money, gifts or food from patrons.
5. Put your phone down. If you are waiting for participants and there is absolutely nothing else to do, you can use your phone but remember to glance every couple of minutes to see if anyone is waiting.
6. Please dress appropriately. Wear clothes that are family friendly.
7. Be cheerful and a cooperative team player, asking staff for help when you have a problem or question, and providing suggestions as appropriate.

If any staff or supervisors feel that you are not fulfilling your commitments as a volunteer, displaying unprofessional, dishonest, or disrespectful behavior, or exhibiting a lack of self-discipline, the volunteer will be asked to leave the position. Such behavior could be grounds for the termination as a volunteer.

Teen Volunteer signature _____

Parent/Guardian signature (if teen is under 18) _____

Date: _____