

Statement of Responsibility for Volunteers

The Forsyth County Public Library appreciates your interest in volunteering. Your contributions allow Library operations to run more smoothly. We want your experience to be a positive one for both you and the Library. In order to achieve this, we have put together some guidelines to follow when volunteering.

Volunteers are treated as regular employees in that they are expected to follow the directions of the supervisor and to adhere to the same rules and regulations that apply to all staff members. The following items are of particular importance.

- Reporting to work on time
- Notifying the supervisor of schedule conflicts
- Following the *Library Volunteer Dress Code*
- Wearing a volunteer badge
- Filling out a *Record of Volunteer Hours* after each work period
- Not using Library equipment or supplies for personal use
- Emphasizing customer service when working with Library patrons
- Not removing Library materials without properly checking them out
- Respecting the confidentiality of Library and/or patron information

Volunteer assignments will be made based on Library need. Whenever possible, staff members making assignments take into account the skills and talents of the volunteers. We encourage you to discuss with your supervisor any problems you have with your assignment or any suggestions you have for changing it. We ask that you consult with staff before assuming any new Library responsibilities.

To ensure that your experience at the Library is as positive as possible, we encourage you to let your supervisor know if you encounter any problems with your surroundings, including the building, grounds, or patrons and staff.

If you are no longer able to volunteer at the Library please let your supervisor know as far in advance as possible. The Library reserves the right to dismiss volunteers when necessary. In either case, we hope that you would continue to be an active and valued Library patron.