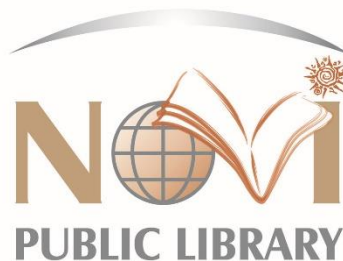


# TEEN VOLUNTEER HANDBOOK

Novi Public Library  
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248.349.0720  
[www.novilibrary.org](http://www.novilibrary.org)



Updated 5/19 LG

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## Welcome

Welcome to the Novi Public Library teen volunteer program! We are happy to have you here as a volunteer. We are proud of our Library and we are certain that you will share this pride with us and do your part to ensure our continued success.

The Novi Public Library is all about service to our patrons. We strive to give our patrons the highest quality service in a friendly and professional manner.

You will have questions about your role as a teen volunteer. This Handbook has been prepared to answer some of those questions for you, and to serve as an ongoing guide. If you have consulted this Handbook and did not find your answer, please feel free to ask the Teen Volunteer Coordinator.



## Mission, Motto, Values, and Vision

### **Novi Public Library Mission Statement:**

Novi Public Library provides the resources and programs to support the educational, cultural, informational and recreational needs of its diverse community.

### **Novi Public Library Motto:**

Inform. Inspire. Include.

### **Novi Public Library Values Statement:**

Novi Public Library supports intellectual freedom and access to informational resources for all, while maintaining the privacy of its patrons and providing a safe and secure environment.

## **Novi Public Library Vision Statement:**

Novi Public Library is a center of community activity and a source of local pride. It is a library that fulfills the needs of the community in a comfortable, user-friendly, well-staffed facility that is capable of adapting to change.

## **Volunteer Requirements**

Teen volunteers must be between the ages 14-17 years of age. All teen volunteers must have a work permit and a criminal background screening consent form on file. These forms expire annually, and must be resubmitted in order to continue volunteering.

## **Volunteer Guidelines**

### **Library Hours of Operation**

Monday-Thursday 10am-9pm  
Friday and Saturday 10am-6pm  
Sunday 12pm-6pm

### **Attendance**

It is expected and important that you maintain a practice of reliable, consistent attendance at all times. Excessive tardiness or absences will result in counseling from the Teen Volunteer Coordinator and possible reduction or termination of volunteer opportunities. Please make sure to show up on time for your scheduled shift. If you are unable to make it for your shift, we request at least 24 hour notice for cancellation to allow enough time for someone else to fill-in for your absence. If you must be late or miss your shift due to an emergency, you must notify the Teen Volunteer Coordinator.

### **Cell Phone Use**

Cell phone use is not permitted during your shift.

### **Lanyards**

Volunteer lanyards are to be worn at all times while on duty. The identification is essential for security purposes as it will allow access to designated areas in the Library. It also helps patrons distinguish between volunteers and Library staff.

### **Photos and Videos of Patrons**

Attendance at Library programs, events or Library spaces constitutes consent to be photographed or filmed for use in print and/or electronic publicity of the Library. Please see Novi Public Library Policy P17: Photos and Videos of Patrons for further information.

## **Timekeeping**

The Library keeps records of volunteer hours. All volunteers are required to sign-in each time they report to duty. The volunteer will record their scheduled hours, which will then be approved by the Teen Volunteer Coordinator. Volunteers who submit and/or approve fraudulent time records shall be terminated from the teen volunteer program.

## **Training**

All volunteers will receive a general introduction to the teen volunteer program from the Teen Volunteer Coordinator after all paperwork has been processed. Upon arrival for their shifts, volunteers will receive instructions from Library staff to provide them with the information they need to perform their volunteer tasks.

## **Customer Service**

Volunteers may be the first contact a patron has when they visit the Library. It is important that volunteers are professional and friendly at all times. Volunteers are asked to direct all patron inquiries not related to their tasks to a Librarian or library staff member.

## **Confidentiality**

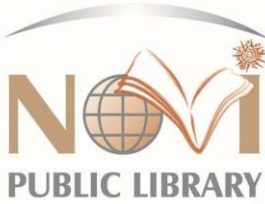
All transactions between volunteers and patrons are strictly confidential. In addition, volunteers must comply with the Michigan Library Privacy Act and may not release or disclose any record or information about patrons obtained at the Library.

## **Dress Code**

Teen volunteers are required to follow the Library Dress Code Policy for staff, which is attached.

## **Teen Volunteer Coordinator**

If you have any questions regarding teen volunteering, please contact Information Services Librarian, Lindsay Gojcaj at [lgojcaj@novilibrary.org](mailto:lgojcaj@novilibrary.org) or 248-869-7218.



## DRESS CODE

### Policy

The Novi Public Library is a public service institution and each employee and volunteer represents the Library and the City of Novi. Personal appearance and dress convey a message to the public we service. As a member of the Library staff, you are expected to dress and conduct yourself in a business-like manner suitable to your position and work to be performed. All employees are required to wear NPL identification in plain sight during working hours. Exceptions to the policy can be made at the discretion of the Director, Assistant Directors and/or Department Heads when required by the nature of the work.

### Hygiene:

Employees and volunteers are expected to practice good personal hygiene and maintain a clean, well-groomed appearance. Good grooming should reflect appropriate business standards including discretion in use of perfume/cologne, makeup, nail polish, and moderation in hairstyle.

### Acceptable:

1. Business dress or business casual dress.
2. Skirts and dresses no shorter than 2 inches above knee when standing (no shorter than mid-thigh when seated).
3. Any type of business dress or business casual shoe (heels, flats, sandals, slides etc.).
4. Tennis shoes or appropriate athletic shoes, free of holes and dirt, may be worn by any staff member whose job requires her/him to stand or walk for extended period of time.
5. Denim clothing such as shirts, skirts, dresses or jackets in any color.  
Any clothing bearing the NPL logo, City of Novi logo, school logo (Library Assistants), or summer reading apparel can be worn with proper business dress or business casual attire.
6. During the summer months (May through September) hosiery is optional.

### Unacceptable:

1. Shorts, cut – offs or athletic shorts.
2. Athletic apparel; workout attire.
3. Strapless or spaghetti-strings unless worn with business attire.
4. Any clothing that is revealing.
5. Torn, worn or frayed clothing.
6. Soiled, stained, odorous and excessively wrinkled clothing.

7. Baseball caps, visors, hats, and headscarves, unless they are being worn for Library programs, medical or religious reasons.
8. Blue denim jeans. (Dependent upon departmental need)
9. Flip flops or casual beach shoes of any kind.

If clothing fails to meet these standards, as determined by the Director or Department Head, the employee will be asked to go home to change and return. If employee chooses not to return to work, the employee must use benefit time or go unpaid. If the problem persists, the employee may be sent home to change clothes and will receive a verbal warning for the first offense. All other policies about personal time use will apply. Progressive disciplinary action will be applied if dress code violations continue.

NPL Employee Handbook: Approved February 18, 2009; Amended October 21, 2009; Amended March 16, 2016 Signed:

A handwritten signature in black ink that reads "Craig Messerknecht". The signature is written in a cursive style with a horizontal line underneath it.

Craig Messerknecht

President

Novi Public Library Board of Trustees

Novi Public Library Employee Handbook – March 16, 2016

## Volunteer's Signature and Acceptance

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Email Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Graduation Year: \_\_\_\_\_

### Emergency Contact

Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_

**I have read, understand, and agree to the responsibilities of being a teen volunteer as outlined in the Novi Public Library Teen Volunteer Handbook.**

By signing below, I acknowledge that I have received a copy of the Novi Public Library Teen Volunteer Handbook. I acknowledge that it is my responsibility to read the Handbook and to become familiar with its contents.

\_\_\_\_\_  
Teen Volunteer Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Parent Signature

\_\_\_\_\_  
Date

.....  
FOR LIBRARY USE ONLY

Background screening consent form: \_\_\_\_\_

Work permit: \_\_\_\_\_

Staff initials: \_\_\_\_\_