

Summer Reading Program

VolunTEEN Rules & Expectation Guide 2024

Overview

- The Collierville Burch Library encourages the teamwork of staff and volunteers so that it can offer patrons the best service possible. Library teen volunteers (VolunTEENS) enhance rather than replace the work of Collierville Burch Library staff, enriching the Library's programs and services. Volunteer opportunities offer citizens a way to contribute to the community, fulfill personal goals, achieve a sense of satisfaction, and learn more about the Library.
- VolunTEEN placement is based on the following:
 - Needs of the Library at any given time
 - VolunTEENS ability to commit to a consistent schedule of hours
 - Availability of staff time to supervise VolunTEENS

Application and Training

- All VolunTEEN applicants must complete an online volunteer application form. The form is available at <http://tinyurl.com/VolunTEEN2024>
- VolunTEENS must read the Rules & Expectation Guide and attend a Summer Reading Program Q&A/training session
 - VolunTEENS will not be able to sign up for a shift until training has been completed
- Simply filling out an application does not ensure acceptance to volunteer

Duties and Responsibilities

- Work with the READSquared reading program software
- Work up to two hours a week at one of the Summer Reading Program logging stations. You may work two 1 hour shifts on different days or one 2-hour shift on one day. The maximum amount of time you may volunteer in one week is 2 hours.
 - We get many volunteers during the summer. This rule is to help make sure everyone gets a chance to earn some volunteer hours.
 - If there are weeks throughout the summer that you cannot volunteer, that is okay. There is no minimum amount of volunteer time that you must meet.
- Assist patrons (either children, teenagers, or adults) in creating READSquared accounts
- Assist patrons (either children, teens, or adults) in logging reading progress
- Give patrons (either children, teens, or adults) their earned prizes
- Explain to patrons (either children, teens, or adults) how the Summer Reading Program works
- Explain to patrons (either children, teenagers, or adults) how to use READSquared
- Other duties as assigned

Rules and Expectations

Age and Maturity

- VolunTEENs must be at least 12 years old to volunteer during the Summer Reading Program. Youth that are 12 as of July 1st are eligible to participate.
- VolunTEENs must display a mature and positive attitude while on shift

Shift Signup and Recording Hours

- VolunTEENs will sign up for shifts through Signup Genius (link will be sent after volunteer has completed training)
- If a VolunTEEN needs to cancel a shift, they must do so through Signup Genius at least 24 hours in advance
 - Library staff will not cancel shifts for VolunTEENs
- VolunTEENs are responsible for signing in and out of their shift

Punctuality

- VolunTEENs will arrive to their shift on time

Dress and Hygiene

- VolunTEENs are representing the library and Collierville as a whole during their shifts; as such they must dress appropriately and have adequate hygiene

Provide Excellent Customer Service

- VolunTEENs are expected to give their full attention to their duties and to patrons. To this end VolunTEENs **WILL NOT**:
 - Use cell phones, laptops, tablets, or other technology
 - Socialize with friends or patrons
 - Play card games, board games, or any other entertainment product
- VolunTEENs will use library laptops for the Summer Reading Program **only**
- VolunTEENs **MAY** read a book or work on homework while on shift, on the condition that attention is given to patrons when they approach
 - If a computer or tablet is required for homework, it must be approved by a staff member before use
- If a call needs to be made, please alert a library staff member and take your call to the Lobby area

Food and Drink

- No food is allowed in the library. Only water in a sealed container is allowed.

Dismissal

- VolunTEENs who do not adhere to these rules, policies, and procedures, or who do not satisfactorily perform their assigned duties will earn one strike for each offense. VolunTEENs who earn three strikes will be dismissed from the program.
 - These behaviors include but are not limited to: excessive tardiness, excessive socializing, using library laptops or READsquared software for unapproved purposes, failure to show up for a shift, failure to follow directions, excessive use of cell phone or other unapproved technology
- VolunTEENs may be discharged at any time. The library has the right to request a volunteer to leave immediately.