



# Adult Volunteer Guidelines

Volunteers are an essential piece of library infrastructure. Their hard work is invaluable to library operations and they will obtain not only a sense of community amongst their fellow peers but from staff as well.

The Pea Ridge Community Library relies heavily on our adult volunteers and holds high expectations for them both in the library and out. We find that the volunteering experience is most successful for both the individual and the library staff when the following guidelines are observed:

1. Adult Volunteers are individuals 18 years of age or older
2. Before their application is approved, they will be required to submit to a criminal background check.
3. The individual and Library Director will work together to arrange specific volunteering times.
  - a. Adult volunteers typically work for up to 3 hours once or twice a week. They will keep track of
  - b. their volunteer times using the library's scheduling app.
4. Volunteers need to arrive on time and ready to work. If unable to attend, they must inform a staff member as soon as possible. Two unexplained and/or unexcused absences may result in dismissal.
5. Volunteers must adhere to the City of Pea Ridge Dress Code.
6. Volunteers must make all efforts to stay on task and follow directions with a respectful attitude.
  - a. Some of the tasks we need volunteers to perform are repetitive and require care and concentration. We expect the volunteer to take their responsibilities seriously and put forth a commendable effort on each task that they are assigned.
7. The volunteer understands that library staff is their supervisors. This means that various staff members may direct them in tasks that are needing to be done for that day.
8. Adult volunteers may field questions from patrons and if they are unable to assist then they can refer them to the nearest library staff member available.
  - a. Due to patron privacy laws, adult volunteers have limited access to patron information, therefore if the question is regarding their personal information on their library account that would need to go directly to a library staff member.
9. Anything to do with patron information is of utmost importance and is not to be spoken of outside of the library.
  - a. Any volunteers who are caught discussing patron information inappropriately will have their volunteer status immediately terminated.
10. We ask for limited use of cell phones unless it is for emergency purposes only.
11. All volunteers represent the Pea Ridge Community Library. They must act in a mature, responsible manner at all times, even when they are not working. Any adverse actions that happen outside of the library may lead to termination of the volunteer contract.
12. If the volunteer arrangement is not satisfactory, the volunteer or their immediate supervisor may discontinue the position.

***\*\*P.R.C.L does not offer court-ordered volunteer hours\*\****