

# Volunteer Policy

## General Guidelines & Expectations

- Volunteers must complete a volunteer application.
- Volunteers under 18 must have a signed permission form with written consent from a parent/guardian on file.
- The library is not responsible for injuries acquired while volunteering.
- Be on time for your assigned shift.
- If you can't make your assigned shift or will be late, notify your supervisor via email or phone.
- Sign in upon arriving.
- Wear a volunteer badge at all times during your shift.
- Library staff reserves the right to decline the services of any volunteer who does not perform according to the library's expectations or violates the Code of Conduct for volunteers.

## Code of Conduct for Volunteers

Eager Free Public Library is committed to being a safe, welcoming environment for all who are present at our library: patrons, volunteers, and staff. Volunteers are expected to serve as role models and comply with Eager Free Public Library's Code of Conduct.

Volunteers will:

1. Be fair, considerate, and honest with others.
2. Respect differences of ability, age, gender, gender expression, culture, belief, ethnicity, sexual orientation, and social or economic status.
3. Be professional in words and actions.
4. Respect peoples' personal space and avoid inappropriate or unwanted contact.
5. Maintain a safe environment for everyone and never engage in activities likely to cause physical or emotional harm, such as bullying or harassment.
6. Treat all patrons with respect and protect their well-being.
7. With regard to children, youth, and vulnerable adults, volunteers will not:
  - a. Be alone with a child, youth, or vulnerable adult.
  - b. Develop a "special" relationship with them.
  - c. Arrange contact with them outside EFPL's programs and activities.
  - d. Photograph them without parent/guardian consent and never for non-EFPL related use.
8. Get help from EFPL staff if asked to do anything that makes them uncomfortable.
9. Maintain the privacy of patrons, volunteers, and staff by keeping personal information confidential.
10. Adhere to EFPL's policies.
11. Help others by speaking up. Most importantly, volunteers will speak up if they observe situations that appear to violate the EFPL Code of Conduct for Volunteers. These can be reported to any staff, who will make sure that an investigation of the perceived inappropriate behavior occurs.

I acknowledge that I have read and understand the Eager Free Public Library Volunteer Policy. I agree to comply with this policy while volunteering at the library.

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Signature

Date