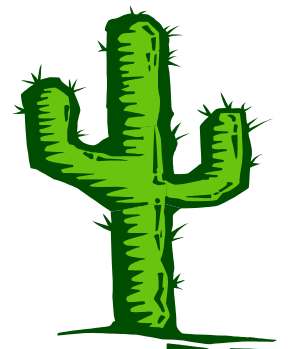


Woods Branch Library



Teen Volunteer Booklet



Woods Branch Library
3455 N 1st Ave. Tucson, AZ 85719
791-4548

You Deserve A Break Today!

If you need to use the restroom or get a quick drink from the water fountain, go right ahead. If you will be gone for more than 5 minutes, please let someone know before you go.

It's also okay to use the telephone, just keep your calls brief.



Library Hours

Monday	10am-6pm
Tuesday	10am-9pm
Wednesday	10am-9pm
Thursday	9pm-6pm
Friday	10am-5pm
Saturday	9am-5pm
Sunday	Closed



Welcome!!!

Thank you for volunteering your time at the library.

This booklet is for you to keep! It contains all the tidbits and doo dads of information you need in order to be a teen volunteer!

Make sure that you have filled out and turned in your Teen Volunteer Application so that the library has it on file.



What to Wear

The library is not very picky about what volunteers wear while they work. However, if you follow these guidelines, you'll be safe:

- The more skin covered, the less likely that wardrobe will become an "issue."
(It hovers around 70 degrees in the library)
 - It is not necessary to wear personal views.
 - Chances are, if it's inappropriate at school, it's also inappropriate while volunteering at the library.
 - The best way to protect those toes is to keep 'em covered.
 - Neat is better than messy.
 - Sweatpants are not preferred.
- Jeans, long shorts, and sneakers are okay.**



While at Work...

From time to time you will likely see a friend or two while you're working. Of course, you can say, "HI!" Please keep your visiting to a minimum, however.

???Questions???

It is very likely that in the course of your volunteer work, customers will ask you questions. If they ask location questions such as, "Where is the restroom?" go ahead and give them the answer. Otherwise, refer them to the Information Desk where one of the librarians will help them.



Where Do You Go?

If you will be volunteering before the library is open, please enter through the Staff Entrance on the North side of the building. If you will be volunteering during library hours, please use the public entrance. Please report to a librarian to learn the duties of the day.

Uh-Oh! Who Do You Call?

If you need to schedule your hours, report that you will not be at work, or ask any other questions, please call 791-4548. If you need to reach the library before it is open, call the *Emergency Only* number: 791-4540. Leave a message for the Young Adult Librarian.



Tucson-Pima Public Library Teen Volunteer Application Form

Name: _____ Home Phone: _____

Address: _____ City _____
State _____ Zip _____

Are you age 14 or older? Y N
Emergency Contact: _____

School: _____ Grade: _____
Phone: _____

Give two personal references we could call and talk to about your abilities (teachers, counselors, or other adults not related to you).

Name: _____ Position: _____
Phone: _____

Name: _____ Position _____
Phone: _____

1. Have you volunteered before? Yes _____
No _____ If yes,
where? _____

2. Please list the skills and experience that you possess which can be utilized in your volunteer service with the Library.

3. Why do you think you want to volunteer at the library?

4. Please list any interests, hobbies, clubs, activities, or special skills:

5. Are you required to fulfill a specific number of volunteer hours? _____ If yes, how many? _____

At which branch do you want to volunteer? _____

Days you can volunteer: (circle) Sun Mon Tue
Wed Thu Fri Sat

Times you can volunteer: From _____ am/pm
to _____ am/pm

First day you can volunteer: _____ Last
day: _____

List any days you will not be able to volunteer for special reasons: _____

At River Center Branch Library, we require Teen Volunteers to commit to working 20 volunteer hours for the summer. Are you able to commit to this?

Signature: _____
Date: _____

(I attest that all information above is accurate and true to the best of my knowledge)

Parent
Signature: _____
Date: _____

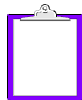
(Required if teen is under age 18)

- **WELCOME!**

The Library welcomes you as a volunteer member of the library staff. Thank you for your interest in becoming a teen volunteer. Your time, energy, and talent enable our library to continue providing a high level of service. We hope your association with the library meets your needs as well as ours.

- **POLICIES AND PROCEDURES**

Volunteers are considered members of the library staff and have the following rights and responsibilities:



- **Attendance**

Schedules are planned to give the library coverage needed to provide adequate and efficient library Service. Volunteers are depended upon to work the hours they are scheduled. Promptness in coming to work is expected. Please notify a Volunteer Coordinator in the event of absence or tardiness. Please leave adequate notice of planned absence, so that schedules may be rearranged.

- **Volunteer Name Tags**

Volunteer name tags are to be worn by all volunteers on duty. Volunteer name tags help Library users distinguish between volunteers and paid staff and also serve to promote the volunteer program.

- **Dress**

Volunteers are asked to dress appropriately for working public service. Specific guidelines:

*Closed-toed shoes are required to protect against injury from dropped books or rolling book trucks.

*Jeans are acceptable, but ragged, frayed or cut-off jeans with holes in them are inappropriate on the job.

*Please refrain from wearing sweatpants.

*T-shirts with messages or promotional graphics relating to drugs, alcohol, or sex are prohibited.

- **Conduct**

Friendly, efficient service is expected at all times. Since the public sees you as a staff member, you represent the library and its commitment to excellent service.

Try to pleasant and courteous to everyone using the library regardless of their demeanor. If you

are not absolutely certain how to answer a customer's question, refer her/him to a staff member at the Information Desk. Questions relating to the location of books and other library materials, and reference questions, should always be referred to staff at the Information Desk.

Visits or personal telephone calls are not appropriate in a place of work. If you must contact someone, wait until you are not on duty.

Emergencies (sudden illness, for example) or the need to inform

your family of an unexpected change in scheduling, are considered library business, and you are welcome to use the library telephones for these purposes.

Eating (including chewing gum) is not permitted in the library except in the staff areas. Smoking is not allowed anywhere in the library.

- **THANK YOU!!!**



- Hand out and explain SRP materials to children or teens.
- Help with children's programs
- Set up meeting room before programs, assist with programs
- Help clean up and organize meeting room after programs
- Take attendance at door and count children
- Sort carts at the desk
- If 2 volunteers here at a time, one can shelve paperbacks
- Create books displays
- Tape and jacket books
- Go through school reading lists to see if library owns copy of books and how many
- Laminate items for display or crafts
- Shelve children's cart, or any fiction. Remember to read the labels carefully.
- Shelf read Children's Fiction, or any Fiction
- Decorate Children's & Teen area
- Make reminder calls to children registered for summer programs.
- Arrange circulating magazines in order by date and pull outdated ones.
- Create bulletin boards and displays.
- Cut scratch paper.
- Write barcode numbers on AV materials
- If computer literate (ha, ha) assist patrons with Internet etc.
- READ, and if they want, they can develop short book review for books read.

Tips for a Smooth-Running Teen Volunteer

Experience

- Be prepared. Have all your handouts, time sheets, booklets, file folders etc. all ready before SRP starts.
- Solicit Teen Volunteers through word-of-mouth from last year's group, through flyers, candy-jar contest, and school visits.
- Discuss EXACTLY what you expect. Be positive and reinforcing. Be open to their ideas. Give individual or group orientations.
- Model behavior for giving out prizes.
- Have a separate SRP table in Children's or near Reference, so teens feel they have their own space.
- Have posted schedule, and also give teens a copy of schedule.
- Have a list of teens things-to-do for teens and librarians.
- Have a "project box" for volunteer teens.
- NEVER (if you can help it!) have more than 2 teens at a time.
- Lots of Thank You's, Praise.
- Emphasize that you can give a written recommendation if they do a good job.
- As much as possible, allow the teen volunteers to take charge of replenishing incentives, counting, letting you know what is low.
- Have incentives on something mobile (like a cart to move to reference).
- Make clear that they refer all reference questions to librarians.
- Have teen volunteers check in with person in charge.
- Introduce individual teen volunteers to library staff, and give them a tour of the library, lunchroom facilities.
- Allow teen volunteers to READ if they don't want to do projects.
- Above all make the teens feel useful, welcome, and appreciated!



SON-PIMA PUBLIC LIBRARY

TEEN VOLUNTEER PROGRAM

• WHAT WILL I BE DOING AS A TEEN VOLUNTEER?

Examples of teen volunteer activities:

- During the summer months, assist librarians during busy times by handing out and explaining summer reading program materials to children or teens.
- Alphabetize children's books by author and shelve them.
- Straighten up books on shelves and straighten up furnishings in children's room.
- Help with children's programs:
 - Help set up meeting room before programs.
 - Help clean up and organize meeting room after program.
 - Take attendance at the door and count children.
- Gather and arrange books for children's book displays.
- Tape and jacket books.
- Prepare craft materials.

• WHAT WILL I GET OUT OF IT?

- An opportunity to learn and practice a variety of job-related skills.
- Satisfaction from knowing that you are helping to promote reading and literacy in your community.
- Something different and interesting to do.
- An opportunity to meet new people.
- A pleasant, air-conditioned working environment during the long, hot summer.
- Volunteer experience, a welcome addition to college, scholarship, and job applications.

• WHO IS ELIGIBLE FOR VOLUNTEERING?



- Teens who want to (not because their parents are making them do it)!
- Teens who are self-motivated and reliable.
- Teens who are 14 years old or older.

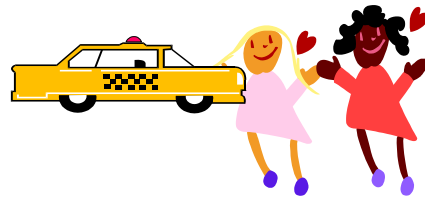
• HOW DO I GET STARTED?

- Fill out the attached application and turn it in to the Information Desk at any participating library branch. The Volunteer Coordinator will contact you.

If you have any questions about the program or application, feel free to call:

NAME:	BRANCH:
Sue Parker	Himmel Park Branch
Library	791-4397

Himmel Park Branch Library
 1035 North Treat Avenue
 Tucson, AZ 85716





Teen Volunteer

r Evaluation

2005

Here is your chance to help us improve our Teen Volunteer Program. Please respond to the following statements and return this form to your supervisor. THANK YOU for your valuable input. You do not need to put your name on this.

PLEASE ANSWER THE FOLLOWING QUESTIONS:

1. How did you find out about the Teen Volunteer Program?

2. What could we do to improve your experience as a volunteer?

3. What did you like most about volunteering?

4. What did you like least about volunteering?

5. Would you use your supervisor as a reference?

6. Give one example of what you learned as a volunteer:



**PLEASE CIRCLE ONE
NUMBER FOR EACH**

STATEMENT:

1 = strongly disagree with this statement.

2 = disagree with this statement.

3 = neither agree nor disagree with this statement.

4 = agree with this statement.

5 = strongly agree with this statement.

1. The Teen Volunteer Program was fun. 1

2 3 4 5

2. My help was appreciated.

1 2 3 4 5

3. The time I volunteered helped the library. 1

2 3 4 5

4. I was adequately trained.

1 2 3 4 5

5. I felt comfortable asking for help.

1 2 3 4 5

6. I liked working with the children's programs. 1 2 3 4

5

7. I would recommend this program to a friend. 1 2 3 4

5

8. I gained experience that will help me in the future. 1 2 3 4 5

9. Volunteering helped me learn more about the library and the community.

1 2 3 4 5