

Allen Public Library VolunTeen Code of Conduct and Discipline Policy

VolunTeens are volunteers who are supervised by various library staff and report directly to VolunTeen Coordinators. VolunTeens must remember they are representing the City of Allen and the Allen Public Library during their volunteer shift. Because of this, we maintain high expectations for our VolunTeens. Any behavior that creates a safety risk and/or disruption to others is not acceptable. The VolunTeen program at Allen Public Library is highly competitive and we are not able to take every teen who applies. Being a VolunTeen is a privilege that can be highly rewarding. If it becomes apparent that the Library is not a good fit for a volunteer, we reserve the right to dismiss them from the program.

Code of Conduct

After accepting the position of VolunTeen, all volunteers must agree to the following:

- VolunTeens are expected to be courteous, responsible, follow Library policies, and follow directions given by staff.
- Summer VolunTeens must be available for a minimum of SIX WEEKS during our summer session.
- All summer teens are REQUIRED to work a weekly two-hour shift at the Summer Reading Club sign-up table. The day/time is assigned at the beginning of summer and continues until the end of Summer Reading Club.
- All summer VolunTeens are expected to volunteer for a minimum of 12 hours.
- All school year VolunTeens are expected to volunteer for a minimum of 8 hours.
- VolunTeens must arrive at the time indicated on the schedule. Late arrivals will be recorded. Recurring late arrivals can result in dismissal from the program (see Discipline Policy). Staff reserves the right to ask any late arriving VolunTeens to leave the shift and not record any volunteer hours.
- VolunTeens must communicate in advance if they are unable to make their assigned shift by calling the Children's Desk at 214.509.4906 or emailing volunteens@cityofallen.org. VolunTeens must call (not email) if the cancelation is within 24 hours of the assigned shift. Failure to show up without prior notification will result in a "no-show". No-shows will be recorded. Recurring no-shows can result in dismissal from the program (see Discipline Policy).
- VolunTeens must remember that they are working with children and families and should be mindful of their conversations. Inappropriate language and subject matter can result in suspension or dismissal.
- Harassment, bullying, or disrespectful behavior will result in dismissal from the program.
- VolunTeens should refrain from socializing with friends or siblings during their shifts.
- Use of electronic devices and cell phones (including texting) are not permitted during volunteer time.
- VolunTeens must wear nametag at all times, wear clothes appropriate to a school dress code – no clothing with questionable images or language, fingertip rule for shorts and skirts, etc., and maintain proper hygiene.
- VolunTeens must have permission form turned in and signed by a parent or guardian prior to their first shift. If a VolunTeen does not turn in their form, they will not be able to volunteer until it is turned in. Failure to turn in form by the specified date will result in dismissal from the VolunTeen program.

Discipline Policy

This policy applies to all Library teen volunteers. Disciplinary action may be taken either when a volunteer's work performance is unsatisfactory and/or when one of the following occurs:

- No-Show (failure to show up without prior notice)
 - Late arrival (2 late arrivals will result in the equivalent of 1 no-show and will be treated as a 1st level infraction)
 - Theft
 - Dishonesty
 - Refusal to comply with instructions of Library staff
 - Disrespectful behavior
 - Offensive, abusive, threatening, profane, or discourteous language
 - Other violation of Code of Conduct
- 1st Infraction- Written (email) warning and documentation of infraction
 - 2nd Infraction- Written (email) reprimand, documentation of infraction, and possible suspension
 - 3rd Infraction- Written (email) reprimand, documentation of infraction, and possible dismissal from VolunTeen program

Severely reckless or egregious behavior may result in immediate dismissal from the VolunTeen program.

VolunTeen Status Definitions

- ❖ **Active Status** – You are maintaining hours, arriving on time to your scheduled shifts, and are staying after to clean up.
- ❖ **Inactive Status** – You are not maintaining hours. You will be contacted by a coordinator and given time to earn hours. If you do not earn more hours by appointed time, you will be dismissed from the program.
- ❖ **Suspended Status** – You have been placed on a one-month suspension. This means you will be unable to volunteer for one month following the incident. You will be allowed to volunteer again after the suspension ends. If another incident or infraction occurs, you may be dismissed from the program. Anyone who is suspended from the VolunTeen program will be contacted by email to inform them of their change in status.
- ❖ **Dismissed Status** – You have been dismissed from the program. Depending on the circumstances, you may or may not be considered again for the VolunTeen program. Anyone who is dismissed from the VolunTeen program will be contacted by email to inform them of their change in status.

Contact Information

volunteens@cityofallen.org

Children's Desk- 214-509-4906

Coordinators

Alissa Tudor- atudor@cityofallen.org

Beka Tissell- rtissell@cityofallen.org

Youth Services Manger

Claudia Wayland- cwayland@cityofallen.org

<https://cityofallen.org/1167/Volunteer-With-Us>