



Bethel Public Library

Be curious. Be enlightened. Be inspired.

189 Greenwood Avenue • Bethel, CT 06801 • (203) 794-8756 •

www.bethellibrary.org

Volunteer Guidelines

Attendance: A schedule for each volunteer will be determined by the Volunteer Coordinator at the start of the volunteer experience and may change as needed over time. If you are unable to work your scheduled time, call the Circulation Desk (203-794-8756, ext. 1) prior to the start of your shift. Three unannounced absences will be grounds for dismissal. All volunteering is scheduled in advance; there are no drop-in volunteer options.

All volunteers are required to sign in at the start of their shift and sign out at the end. Volunteers are not to leave the building during their shift without notifying the Volunteer Coordinator or assigned staff member.

Dress Code: Volunteers must dress in a library appropriate manner. Attire should allow for going up and down stairs frequently, pushing carts, and standing on stools. Also wear safe and comfortable footwear. All volunteers must wear a volunteer badge at all times while volunteering.

Library Communication: All communication with volunteers will be through email. Be sure to check your email frequently for updates (i.e. emergency closings).

Emergency Contacts: All volunteers are required to provide emergency contact information and keep contact information up-to-date.

Behavior:

- All library staff and patrons are to be treated with courtesy and respect.
- While cell phones are permitted while volunteering, volunteers are to limit use while working.
- Volunteers are only permitted in staff areas when volunteering and are not to bring any members of the community into the staff areas.
- All transactions between library users and staff or volunteers are strictly confidential, some by law. Volunteers are required to uphold the privacy of the public. This includes

information about what materials a patron looked at, asked for, or checked out, as well as reference questions asked by library users.

Recognition: If you need a proof of service form or letter, a request must be made to the Volunteer Coordinator one week in advance of the deadline.