

VOLUNTEER CODE OF CONDUCT & GUIDELINES 2022

The Friends Book Shop is a great place to work. Located in the Saratoga Springs Public Library, we enjoy a diverse patron clientele, and we participate actively in the community. Our volunteers are the face of the Friends of the Saratoga Springs Public Library. The image we project is important, not only for sales but for continued interaction with the public.

Workplace Standards

The Book Shop management has assembled a great team of volunteers for the Friends Book Shop. The essential functions of the shop-- shelving, pricing, sorting, and sales-- are fully staffed by these individuals. The Book Shop Manager will designate and direct work assignments.

Maintaining a high level of service requires consistent professional standards in a stable working environment designed to make all volunteer jobs enjoyable. Working together, our volunteer staff brings a multiplicity of skills to keep the Friends Book Shop functioning smoothly.

Our competent volunteers work to provide responsive and knowledgeable services to patrons of the shop. They exhibit courteous behavior to everyone while on the Library premises, ensuring that the Book Shop maintains a facility that is a source of pride to the local community.

The Friends of the Saratoga Springs Public Library appreciate you volunteering your services to the Book Shop and our membership efforts. While working with us, you agree to abide by the rules of conduct governing the volunteers of the Book Shop.

Code of Conduct (Jen we need to add the sexual harrassment piece)

The Book Shop is committed to maintaining a workplace free from negative, aggressive and inappropriate behaviors. We aim to provide high quality service in an atmosphere of openness, safety and equality. We expect each volunteer to conduct himself or herself in a manner appropriate to the best interests of the Library.

All volunteers and patrons are to be treated with dignity and respect.

Complaints of negative and inappropriate workplace behaviors will be taken seriously and will be addressed by the Manager.

Conduct that interferes with the operation of the shop or discredits the Friends of the Library or the Book Shop of the Library will not be tolerated.

Volunteer Guidelines

1. Focus on your duties. Avoid distractions, such as using a handheld device, talking on the phone or socializing with friends.
2. Do not bring valuable articles with you. The Friends and the Book Shop are not responsible for lost articles.
3. Treat patrons and volunteers in the shop with courtesy and respect. Cooperate with fellow volunteers at all times.
4. Arrive on time for volunteer service. If you cannot make a shift on time, notify the Manager as soon as possible.
5. Limit eating and drinking while on duty at the cash register.
6. Familiarize yourself with the Shop policies outlined in the two Volunteer Handbooks: *Cashiering* and *Shop & Sorting Room*. Understand all relevant policies and procedures within the Shop. Because the policies and procedures in these handbooks may be revised periodically, volunteers will be notified of changes, which they will review periodically in order to ensure the smooth functioning of the shop.
7. Maintain confidentiality of all privileged information about fellow volunteers, patrons, or Book Shop business
8. Membership and volunteer records that contain personal information (email addresses, phone numbers, etc.) are confidential and may not be shared with or used by anyone unless directed by the manager.
9. Problems and conflicts relating to operations of the shop must be addressed and resolved constructively. Problems and/or suggestions for change should be brought to the attention of the Manager.
10. Each volunteer must sign to acknowledge reading and understanding this document.

The Manager will address poor performance and/or misconduct. This may include, but is not limited to, documented verbal discussion(s), letters of reprimand, termination of volunteer status and suspension of the Library privileges afforded to Book Shop volunteers.

Benefits

Volunteering is a great way to give back to your community and to dedicate flexible time without making a full-time commitment. As a thank you for being a volunteer, the following benefits are available after 10 hours of service:

1. Volunteers will receive a 50% discount on items purchased from the shop.
2. Volunteers will receive recognition from the Friends of the Saratoga Springs Public Library after one year of service.

Acknowledgement

(Please return this page to the Manager)

I acknowledge that I:

1. Have read the Book Shop Code of Conduct & Guidelines.
2. Will wear a badge that will be returned each day when I leave the shop.
3. Will read the appropriate volunteer manual(s).

Signed _____

Print Name _____

Date _____