

## **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.
- 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 call (not email) if the cancelation is within 24 hours of the assigned shift. All other shift cancelations must be done by the VolunTeen through VolunteerMark.
- 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 their nametag at all times, wear clothes appropriate to your school dress code, and maintain proper hygiene.
- VolunTeens must have permission form turned in and signed by a parent or guardian prior to their first shift. 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)
  - Having a second late arrival
  - 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
- 1<sup>st</sup> Infraction- Written (email) warning and documentation of infraction
  - 2<sup>nd</sup> Infraction- Written (email) reprimand, documentation of infraction, and possible ineligibility for future VolunTeen sessions
  - 3<sup>rd</sup> Infraction- Written (email) reprimand, documentation of infraction, possible dismissal from VolunTeen program, possible ineligibility for future VolunTeen sessions

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

## **Contact Information**

[volunteens@cityofallen.org](mailto:volunteens@cityofallen.org)

Children's Desk- 214-509-4906

## **Coordinators**

Jenn Delmar-Rollings - [jdelmar-rollings@cityofallen.org](mailto:jdelmar-rollings@cityofallen.org)

Abby Ward – [award@cityofallen.org](mailto:award@cityofallen.org)

Jenny Manca - [jmanca@cityofallen.org](mailto:jmanca@cityofallen.org)

## **Youth Services Manger**

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