

# Bladen County Public Library

## Volunteer & Work Experience Policy

### **Purpose**

The Bladen County Public Library (BCPL) Volunteer and Work Experience Program is designed to provide individuals with meaningful opportunities to assist library staff while gaining valuable experience. This policy outlines expectations to ensure a safe, respectful, and productive environment for staff, volunteers, and patrons

### **Qualifications**

Volunteers must be **14 years of age or older**. All potential volunteers must complete an Application for Volunteer Work and schedule work hours with our Volunteer Supervisor, **Rose Ann Smith**.

### **General Expectations**

While serving at BCPL, volunteers are representatives of the library and are expected to:

- Be punctual, reliable, and prepared for each shift
- Follow all instructions given by library staff
- Treat patrons, staff, and fellow volunteers with courtesy and respect
- Handle library materials and equipment with care
- Maintain confidentiality regarding patron information and internal operations

### **Dress Code**

Volunteers must maintain a clean, neat, and professional appearance at all times.

#### **Acceptable Attire:**

- Shirts with sleeves
- Jeans or pants without holes or rips
- Knee-length shorts or skirts
- Closed-toe shoes (required for safety)

#### **Unacceptable Attire:**

- Pajamas, sleepwear, or house shoes
- Clothing that is revealing or inappropriate
- Clothing with offensive language, graphics, or references to drugs/alcohol

Library staff reserve the right to determine appropriate attire. Volunteers not meeting dress expectations may be asked to leave or change before continuing their shift.

### **Name Badge Requirement**

- A library-issued name badge must be worn at all times while volunteering
- The badge must be clearly visible on the upper torso
- Lost or damaged badges must be reported immediately

### **Cell Phone Policy**

- Cell phone use is not permitted during volunteer/work hours
- All cell phones must be turned in to the front desk at the beginning of each shift
- Phones will be returned at the end of the shift
- Exceptions may be made only with staff approval for emergencies
- No headphones, or ear buds are allowed.

### **Behavior & Conduct**

Volunteers are expected to:

- Use respectful and appropriate language at all times
- Remain in assigned areas unless directed otherwise
- Follow all library policies and procedures
- Conduct themselves in a manner that reflects positively on the library

### **Prohibited Behavior Includes:**

- Horseplay or unsafe activity
- Disruptive behavior
- Unauthorized use of library computers or equipment
- Entering staff-only areas without permission

### **Volunteer Duties May Include**

Tasks will vary based on age, ability, and library needs, and may include:

- Shelving and organizing books and materials
- Straightening shelves and public areas
- Assisting with library programs and events

- Preparing crafts, displays, or activity materials
- Other duties as assigned by library staff

**Attendance**

- Volunteers must notify staff as soon as possible if they will be late or absent
- Repeated absences or tardiness may result in removal from the program

**Disciplinary Action**

Failure to follow this policy may result in:

- Verbal warning
- Written warning
- Dismissal from the volunteer/work experience program

**Volunteer Agreement & Acknowledgment**

I understand that as a volunteer/work experience participant at Bladen County Public Library, I am expected to follow all policies and procedures outlined above. I agree to conduct myself in a responsible and respectful manner at all times.

I understand that failure to comply with these rules may result in dismissal from the program.

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**Volunteer Name (Print):** \_\_\_\_\_

**Volunteer Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

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**Parent/Guardian Name (if under 18):** \_\_\_\_\_

**Parent/Guardian Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

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**Library Staff Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_