

Volunteer Code of Conduct

Our goal at the Bridgton Public Library is to provide the best service to the public by following a Code of Conduct.

As a volunteer representing the Bridgton Public Library, your conduct and interaction with staff, other volunteers, and patrons is expected to always be professional and courteous.

By volunteering, you are making a commitment to staff and the public we serve, to the best of your abilities, the tasks you have agreed to perform.

The Volunteer Code of Conduct clarifies the expectations and principles for the library volunteers. Should a volunteer display unprofessional, dishonest, or disrespectful behavior or exhibit a lack of self-discipline, the volunteer will be asked to leave the premises.

CUSTOMER SERVICE

1. Volunteers must provide the highest level of service to all patrons using appropriate resources and accurate, unbiased and courteous responses to all requests
2. Volunteers will greet every library user in a warm and friendly manner and ask how they may help the library user.
3. All library users will be served efficiently and in a friendly manner and staff and volunteers will thank the library user for using the library when the transaction is ending. The service will be even and constant for all library users, every day that we are open for business. Always ask if the patron found what they needed.
4. The Circulation Desk will be attended by the staff member or volunteer assigned to Circulation Desk coverage. There will be times that, due to heavy demand, lines will form at the Circulation Desk. Staff members will continually monitor the desk and observe library users waiting for someone to assist them.

PROFESSIONAL CONDUCT

1. Volunteers will not pass any information, tell, or make any personal judgment on or about any library user. These are our customers and are to be treated with courtesy and respect. If it is necessary, volunteers may pass information to staff members about a library user if there is a question.
2. Volunteers may not discuss or reveal confidential library information to anyone, under any circumstances, except within the scope of his/her duties. Patron accounts may not be accessed except for working with the patron who is present or who is on the telephone. No list of patrons, either with card numbers or without card numbers, may be kept for any reason.
3. Volunteers are to treat staff members with the same professionalism, courtesy, and friendly manner as we expect to be given to library users. We work together as a team.
4. Volunteers are not to demonstrate or show obvious signs of emotion or frustration in reaction to a patron, another staff member, or their supervisor. If you have problems with a patron, let

another staff handle him/her. If you are frustrated, angered, or otherwise prompted to give to emotional outburst, control yourself and speak of your concerns in a professional manner to your supervisor in a private location. Speaking to your supervisor puts into motion the proper chain of events that very well may correct the situation.

5. Personal lives of volunteers are to be left outside the Library. Please don't discuss personal or personnel issues in public areas of the library. When you are in the Library, your professional obligations take precedence over your personal beliefs.
6. Negative comments about the Library, library patrons or fellow staff members will not be tolerated. Issues that a volunteer may have are to be discussed with his or her supervisor. Gossiping and complaining to others is counter-productive, spreads bad morale, and creates a negative work environment, which eventually affects the service to library users. Speaking to your supervisor puts into motion the proper chain of events that will correct the situation.
7. The Library work environment will be kept in a clean and neat condition so that the appearance of the Library is pleasant and enjoyable for both the library user and staff members
8. Volunteers may not advance private interests at the expense of patrons or colleagues.
9. No personal information about other staff may be furnished to non-library persons.

I understand that failure to follow this code of conduct will result in some form of discipline ranging from written warnings up to dismissal.

Volunteer Signature _____ Date _____

Library Director Signature _____ Date _____