



## HUNTSVILLE PUBLIC LIBRARY

### Appendix B: Volunteer Code of Conduct

The following guidelines and procedures outline the essential expectations of all volunteers. Failure to comply may result in corrective action or dismissal.

#### **1. Interaction with Library Users**

Library user requests are always handled by paid Library staff due to liability issues and because of regular changes in our operations and procedures. Volunteers must refer all user questions to Library staff without exception.

#### **2. Privacy of Library User Records**

Upon accepting and signing the volunteer contract, volunteers agree that they will not share any user or Library knowledge that they have gained through volunteer duties at the Library.

#### **3. Dress Code and Identification**

Volunteers are expected to have a clean and neat appearance while assisting the Library. Please dress comfortably but appropriately for your assigned task. Please ensure that you always wear a volunteer badge which you can obtain and return at the circulation desk.

#### **4. Record of Volunteer Hours**

At the circulation desk there is a volunteer log binder. Please ensure that you record your volunteer activity every time you are at the Library in a volunteer capacity. The volunteer log is crucial for Library statistics and for future volunteer recognition.

#### **5. Storage of Personal Belongings**

The Library is not responsible for the loss or damage of personal effects. The library cannot assign personal lockers to volunteers. There is space in the 2 drawer cabinet that is designated for volunteers to work and to store their personal items.

#### **7. Parking**

There are courtesy parking spaces across the street from the Library on Minerva St.

#### **8. Supervision and reporting**

You will report to a designated employee at the Library. If you are unable to attend a regularly scheduled volunteer shift or event please inform your supervisor. Please direct all program/task related questions to your supervisor. General questions about volunteering, policies, etc. should be directed to the Adult & Senior Services Technician or the Library Administration Assistant.