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# Student Volunteer Guidelines

Volunteers are an essential piece of library infrastructure. Their hard work provides them with practical experience in preparation for many work environments and is invaluable.

The Pea Ridge Public Library has high expectations for our student volunteers both in the library and out. We find that the volunteering experience is most successful for both the student and the library staff when the following guidelines are observed:

1. The student must be 13-17 years of age.
2. Students must provide 3 letters of recommendation from either their teachers, counselors, coaches, or an individual who knows said student in a professional manner.
3. The student and Library Director will work together to arrange specific volunteering times.
  - a. Student volunteers typically work for up to 2 hours once or twice a week. The student keeps track of his/her volunteer times on a log kept at the library.
4. Volunteers need to arrive on time and ready to work. If unable to attend, they must inform a staff member as soon as possible. Two unexplained and/or unexcused absences may result in dismissal.
5. Volunteers must adhere to the City of Pea Ridge Dress Code.
6. Volunteers must make all efforts to stay on task and follow directions with a respectful attitude.
  - a. Some of the tasks we need volunteers to perform are repetitive and require care and concentration. We expect the volunteer to take their responsibilities seriously and put forth a commendable effort on each task that they are assigned.
7. The volunteer understands that library staff are their supervisors. This means that various staff members may direct them in tasks that are needing to be done for that day.
8. Student volunteers must refer all patron questions to library staff.
9. Due to patron privacy laws, student volunteers will not be allowed to handle patron accounts other than the task of checking items in and out. Anything to do with patron information is of utmost importance and is not to be spoken of outside of the library.
  - a. Any student volunteers who are caught discussing patron information inappropriately will have their volunteer status immediately terminated.
10. There will be no use of cell phones unless permission is obtained by a library staff member.
11. Our student volunteers represent the Pea Ridge Public Library. They must act in a mature, responsible manner at all times, even when they are not working. Any adverse actions that happen outside of the library may lead to termination of the volunteer contract.
12. If the volunteer arrangement is not satisfactory, the volunteer or their immediate supervisor may discontinue the position. The volunteer understands that their parent or guardian will be contacted if this occurs for safety reasons.
13. Parents must arrive 10 minutes prior to closing time and come inside to pick the student up. *(Unless arrangements are made prior to and discussed with the Library Director.)*

***\*\*P.R.P.L does not offer court-ordered volunteer hours\*\****