



## **Teen Volunteer Policy**

Commerce Township Community Library shall use the services of Teen Volunteers to supplement the efforts of paid library staff in meeting demands for quality public service. Teen Volunteers aid the library in making the best use of its fiscal resources and contribute to sound working relationships with community groups and organizations. Teen Volunteers are liaisons to the community and by their contribution are advocates for quality library service. The library and its Teen Volunteers work together to meet the goals and mission of the organization.

Teen Volunteers are expected to act in accordance with library policies and to reflect positive customer service attitudes to all library patrons.

The library shall make use of the services of Teen Volunteers to supplement, not replace, the work done by library staff.

### **Definition of a Teen Volunteer**

A Teen Volunteer is any individual 14-18 years of age who contributes time and energy to Commerce Township Community Library and is not paid by library funds. Exceptions to the age requirement may be made by the Library Director or the Library Director's designee. Commerce Township Community Library does not accept volunteers for court-ordered community service. All Teen Volunteers must be accepted by Commerce Township Community Library prior to the performance of any library tasks (see "How to Become a Teen Volunteer" below).

### **How to Become a Teen Volunteer**

1. All Teen Volunteers are required to fill out a Teen Volunteer Application form. A background check will be completed as part of the application process for all Teen Volunteers. The background check form must be signed by a parent/legal guardian when the Teen Volunteer is under age 18.
2. Teen Volunteers under age 18 are required to have a valid work permit.
3. Teen Volunteers must commit to a minimum of seven hours of volunteer service each semester (January-May, June-August, and September-December).
4. The Teen Volunteer Coordinator will review the completed application.
5. Teen Volunteers are selected based on their qualifications in relation to the needs of the library at any given time.
6. If selected, Teen Volunteers will be contacted for an orientation session.

### **Supervision**

The Teen Volunteer Coordinator, who shall be an employee of the library, or their designee has the responsibility of supervising a Teen Volunteer. No Teen Volunteer will be allowed to volunteer without the Teen Volunteer Coordinator or their designee being present. The Teen Volunteer Coordinator or their designee is responsible for the day-to-day management and guidance of the volunteer. All Teen Volunteers must follow staff instructions and established library policy and procedures.

Teen Volunteers are empowered to ask questions or report any problems or concerns they may have about their assignments to the Teen Volunteer Coordinator.

Teen Volunteers are expected to perform their assigned duties to the best of their abilities and to be loyal to the mission, vision and policies of Commerce Township Community Library. All Teen Volunteers should keep their supervisor informed of their projects and volunteer status, as well as their arrival and departure from the library.

Teen Volunteers who are family members of library staff may not be placed under the direct supervision of their family member.

### **Orientation and Training**

Before beginning a volunteer assignment, the Teen Volunteer Coordinator will be responsible for orienting the Teen Volunteer as follows:

1. Take the Teen Volunteer on a tour of the building
2. Introduce the Teen Volunteer to library staff
3. Review library and volunteer policies as necessary
4. Review volunteer duties and expectations
5. Confirm volunteer dates, times, and anticipated duration of the assignment
6. Supply the Teen Volunteer with a name tag and review the sign-in and sign-out process
7. Provide training on any new skills needed to perform assigned tasks as necessary
8. Discuss procedures for obtaining, using, and caring for needed supplies as necessary
9. Provide safety orientation as necessary

### **Teen Volunteer Responsibilities**

Tasks that may be performed by Teen Volunteers are listed below. Not all opportunities are available at all times. This list of duties may be expanded if other opportunities arise.

- Assist with programs
- Shelve books and other materials
- Dust books and shelves
- Shelf read
- Clean materials
- Youth garden projects or maintenance
- Straighten and tidy the library

- Clerical tasks
- Other tasks as assigned

### **Dress Code**

Teen Volunteers are ambassadors for the library and need to present a positive image to the public. It is expected that each Teen Volunteer will follow the same dress code as the staff. If a Teen Volunteer is dressed in an inappropriate manner, they may not be able to participate during their scheduled volunteer shift.

### **Teen Volunteer Restricted Areas**

Teen Volunteers are not allowed in staff-only areas of the library.

### **Safety Procedures**

Teen Volunteers are asked to be alert at all times to safety hazards and to report unsafe acts or conditions to the Teen Volunteer Coordinator or other supervisor. Teen Volunteers should also notify their supervisor of any assignments that cause physical discomfort or that could lead to personal injury. All injuries, whether minor or serious, must be reported directly to the Teen Volunteer Coordinator or other supervisor.

### **Performance Evaluation**

The Teen Volunteer Coordinator may meet with the Teen Volunteer regularly to review volunteer performance. Evaluations may be formal or informal and may be written or verbal.

### **Changes in Personal Information**

Teen Volunteers are responsible for updating personal data, such as change of address or telephone number, with the Teen Volunteer Coordinator.

### **Employees**

Current employees of the Commerce Township Community Library are not eligible to serve as Teen Volunteers.

### **Volunteer Status**

Teen Volunteers are not considered employees of the library or Charter Township of Commerce and shall not claim to be employees. Teen Volunteers are not compensated for their work, nor do they receive benefits such as health or workers compensation insurance, retirement payments, or disability insurance coverage through the library or Charter Township of Commerce.

### **Employment**

Teen Volunteers who are interested in paid employment with Commerce Township Community Library should apply through the Charter Township of Commerce's Human Resources Department and will compete with all other applicants responding to notices for available positions.

### **References**

We are glad to provide references for our Teen Volunteers.

If you are volunteering to gain certain experience and need the reference letter to address those experiences, please talk to the Teen Volunteer Coordinator.

### **Volunteer Badge and Sign-In**

Teen Volunteers should always wear their name tags while working in the library. In order for staff to record their correct amount of volunteering hours, Teen Volunteers must always sign in at the time they arrive and sign out before leaving. Each Teen Volunteer will have their own sign-in sheet. The Teen Volunteer Sign-In binder is located at the youth reference desk.

### **Volunteering Hours and Availability**

Teen Volunteer opportunities are restricted to the library's hours of operation unless specifically approved in advance at the discretion of the Teen Volunteer Coordinator.

Teen Volunteer opportunities are available when a supervisor is available and there are sufficient volunteer tasks to be assigned.

### **Attendance**

Teen Volunteers are expected to be dependable, responsible, and punctual. They should notify the Teen Volunteer Coordinator as soon as possible if they know they will be late or absent so that we can contact another Teen Volunteer to fill the available spot. Notification can be via phone or email and preferably be provided at least 48 hours in advance.

### **Problem Resolution**

When Teen Volunteers have a complaint or an issue, they will first discuss the complaint or issue with the Teen Volunteer Coordinator. If a resolution cannot be reached, the Teen Volunteer Coordinator will meet with the Library Director and discuss the complaint or issue in order to determine an effective resolution.

### **Volunteer Resignation**

To end a Teen Volunteer commitment, please notify the Teen Volunteer Coordinator of that decision and the effective date.

### **Dismissal**

The Commerce Township Community Library may, at any time and for whatever reason in its sole discretion, decide to terminate the Teen Volunteer's relationship with the library or decide to make changes in the nature of their volunteer assignment. Reasons for termination may include, but are not necessarily limited to, a Teen Volunteer's failure to meet the requirements of their volunteer duties, violating Commerce Township Community Library policies, or violating local, state, or federal law while volunteering at Commerce Township Community Library.

*Approved by Commerce Township Board of Trustees, January 14, 2025. Amended by the Commerce Township Board of Trustees, May 13, 2025.*