OAKCREEK
WISCONSIN
PUBLIC LIBRARY

OCPL Teen Volunteer Handbook

Oak Creek Public Library
8040 S. 6th Street | Oak Creek, WI 53154
(414) 766-7900 | www.oakcreeklibrary.org

Welcome!

On behalf of the Oak Creek Public Library, I would like to thank you for your commitment to volunteering for us. In order for our library to run smoothly, we rely on the hard work provided by volunteers to help us in our daily tasks as well as helping out with programs and special events.

The OCPL offers teens an opportunity to earn hours for service organizations and receive documentation of their service to use for college applications and scholarships. Beyond summer volunteer opportunities, the OCPL needs volunteers during the school year and offers a variety of other programs and events designed just for teens. More information about teen happenings can be found at the library and by visiting us online:

- www.oakcreeklibrary.org/events
- Facebook.com/OakCreekLibrary
- Instagram.com/OakCreekLibrary

If you ever have any questions or concerns, please do not hesitate to call me at (414) 766-7900 or send me a message via email at mdietrich@oakcreekwi.gov.

I look forward to working with you!

Sincerely,

Maria Dietrich
Youth Services Manager

EXPECTATIONS AND RULES

When you sign up to volunteer at the library, you make a commitment to follow all of the expectations and rules outlined in this handbook.

Everyone who volunteers at the library is expected to act in a cooperative and respectful manner toward each other, library staff, and library patrons. Volunteers must follow the Patron Behavior Policy (found on our website). Conduct that is disruptive will not be tolerated. Anyone engaging in such conduct will be asked to leave and guardians will be contacted.

Non-negotiable behaviors that lead to expulsion from the library include:

- Disrespectful behavior to other volunteers, library staff, or library patrons;
- Leaving the library building or program site without permission from a volunteer supervisor.
- Use or possession of illegal drugs, tobacco, or alcohol;

No service hours will be awarded if any of the above behaviors occur.

The library does not offer hours to fulfill court ordered community service.

Volunteers will be working in public areas, so you are expected to carry yourself in a professional manner at all times. Our dress code is casual, however please keep the following in mind:

The following may not be permitted:

- Ripped or stained clothing;
- Clothing with offensive language or displays of alcohol/tobacco/illegal drugs;
- Excessively short, tight, or revealing clothing;
- Excessively loose fitting clothing;
- Exposed midriff tops.

You will be notified if your volunteer task requires you to wear clothes that may get messy (for example, painting props for programs, helping with the flower sale, etc.). It is also

advised that you wear closed-toed shoes at all times. A cart of books is very HEAVY and may cause damage to your toes if you roll over them.

Good personal hygiene and personal habits are also very important. This includes taking care to avoid body odor and making sure oral hygiene is maintained. Also avoid strong colognes, perfumes, or lotions.

You may carry a cell phone with you, but must refrain from using it while undertaking your volunteer duties. If you need to make an emergency phone call you must check with your supervisor or another library staff member. All calls must be placed/taken out of public view.

You may bring personal items (such as a purse or bag) with you to your shift. However, there is not a guaranteed spot for you to store your items. Please consider leaving any non-essential items at home. The library is not responsible for loss or theft of any personal items.

You should arrive on time for your shifts. Many volunteer opportunities involve programs that the public will be attending, and as such, have a specific start time. We don't want to keep our patrons waiting!

MOST IMPORTANTLY: You should only sign up for shifts that you can DEFINITELY attend. If you have taken a spot that you can't come to, another volunteer is missing out on that opportunity. If you are tardy, cancel frequently, or don't show up for a shift, you may not receive your volunteer hours (including hours you have already worked) and you may be asked to leave the volunteer program.

If you go two years without volunteering, you will be removed from the roster and will need to go through the application and orientation process again in order to volunteer at the library.

TASKS AND DUTIES

Below are some of the tasks and duties that teens may be assigned while they are volunteering at the OCPL:

Programming & Summer Reading Challenge

- Students may assist library staff in the running of programs, such as story times, school age programs, and family programs. Duties may include room set up, helping children with crafts, serving snacks, and clean up. During slow times, volunteers may be asked to perform activities listed under Behind-the-Scenes Duties.

- Students may help prepare materials for the summer reading challenge. This will include preparing prize bags, handing out prizes, etc. During slow times, volunteers may be asked to perform activities listed under Behind-the-Scenes Duties.

Behind-the-Scenes Duties

- Materials maintenance – Volunteers may spend time shelf reading the call numbers of materials in the library's collection to ensure its correct order. Students may also spend time straightening the materials they have shelf read by making sure all of the spines of the materials line up with the edge of the shelf and are standing upright.

- Prepare materials for programs and displays – Volunteers may prepare materials for upcoming programs. Such duties may include: cutting out shapes, using the die-cutter, folding pamphlets, photocopying, decorating bulletin boards, etc.

- Office Work – Volunteers may spend time working on various projects, such as data entry, shredding, filing, etc. Students may check the public copier and printer and fill with paper if necessary. Students may make sure there is an adequate amount of scrap paper and golf pencils near the OPAC terminals and at the public computer stations, refilling if necessary. Students may cut scrap paper, using a paper cutter.

- Cleaning –Volunteers may use a duster to wipe down all surfaces in the library. They may also be responsible for cleaning of materials and other special cleaning projects. Volunteers will be provided with gloves if using cleaning chemicals.

HOW TO PICK YOUR SHIFTS

To sign up for volunteer shifts, you will first need to have your parent or guardian fill out the attached form. You can either email it back to me or drop it off to the 1st floor desk of the library. This form only needs to be filled out once and will be kept on file for future volunteer sessions.

Once you return the completed form to me, I will give you access to the online volunteer calendar where you can select the shifts you are available to work. You will need to create an account to view and select the shifts online.

When selecting volunteer shifts, read through the description and choose shifts that are a good fit. (For example, if you like working with the public, you may choose programming and prize desk shifts. If you do not like working with the public, but are detail-oriented then you may choose library helper shifts, which involve more behind-the-scenes duties.

Volunteers may not volunteer more than 4 hours a day and 10 hours a week.

IMPORTANT NOTE: I am unable to send email to a school email address, so please provide another email address (@gmail, @yahoo, etc). This may be your parent's or guardian's email address. Just be sure to provide an email address that is checked frequently. **A parent/guardian must be cc'd on all emails.**

Finally, don't feel discouraged if all of the shifts are taken or if there is not a shift to match your availability. We add programs and events throughout the year. I will always send out a group email as shifts are added.

SIGN & RETURN TO THE OAK CREEK PUBLIC LIBRARY

Drop off in person at a service desk or email: mdietrich@oakcreekwi.gov

OCPL Teen Volunteer Contract

I have read the OCPL Volunteer Handbook. I have shared the information found in this handbook with a parent/guardian. I will abide by all of the rules and regulations set out in this handbook.

I will come to all of the shifts I have signed up for. If for some reason I cannot make it to one of the shifts that I signed up for, I will contact the Oak Creek Public Library, at least 24 hours in advance, or as soon as possible.

I understand that if I frequently cancel volunteer shifts, the rest of my scheduled shifts may be cancelled and no credit may be awarded for shifts worked.

If I have any questions or concerns I will contact Maria Dietrich, or another staff member of the OCPL, immediately.

Volunteer Signature: _____Date:_____

Print Name: _____

Print Email Address (NO SCHOOL EMAIL ADDRESSES): _____

PARENTS/GUARDIANS – Please read/sign the following page.

PARENTS/GUARDIANS – Please read/sign this page.

I give permission for the above applicant to volunteer at the Oak Creek Public Library. I fully understand the nature of the activities described above and the risk of injury or loss of property associated with the activity. By signing, I release the Oak Creek Public Library and its employees from any claims made by the child or on behalf of the child should injury or loss of property occur as a result of his/her participation.

I certify that all answers that my child provided to questions on this application are true and complete. I understand that falsification of this application may result in disqualification of my child from volunteer activities.

I authorize the Oak Creek Public Library to make any inquiries about and receive any information about my child's suitability for volunteer work, including conducting a criminal background check. I give permission to persons contacted to provide such information. I forever waive, release, and covenant not to sue any person or organization for any result of providing, obtaining, or acting upon such information. I understand that such information is sought with confidentiality, and I will not request copies of such information. I understand that the Oak Creek Public Library does not serve as a site for court ordered community service. Staff members will not sign any court ordered community service paperwork.

A copy of this authorization shall be as effective as the original. I further understand that there is no compensation for volunteer services, nor will subsidies be paid for transportation, parking, meals, etc. nor will volunteer service lead to employment with the Oak Creek Public Library.

Parent/Guardian Signature:_____Date:_____

Print Name: _____

Name of teen volunteer: _____

1st Emergency Phone Number: _____

2nd Emergency Phone Number: _____

Parent/Guardian Email address: _____

FOR OFFICE USE ONLY:

Date contract was processed: _____

Date of online application: _____

Date of welcome email: _____