**The Volunteer Experience ~ What to Expect**

All volunteers have rights as well as responsibilities to the library and community they serve. Volunteering is community service. When you volunteer you are investing your time and talent to make your community a better place to live and work.

|  |  |
| --- | --- |
| **Volunteers are responsible for:** | **Volunteers have the right to:** |
| Attend orientation | Clearly defined job description |
| Follow through with commitments made and to give adequate notice of volunteer resignation | To be assigned a job that is worthwhile and challenging with freedom to use existing skills or develop new ones |
| Know assigned duties and doing them properly, correctly, and pleasantly | Receive adequate orientation and training for any assignment accepted throughout your volunteer service experience |
| Participate in the evaluation process | To have your service hours documented |
| Follow proper procedures, adhere to the rules, regulations, and guidelines | Be provided with proper supplies and a work space if needed |
| Cooperate with staff and other volunteers | Say “NO” if unable or unwilling to volunteer for something |
| Maintain a good attitude | Receive regular feedback about performance |
| Complete time sheets in order to keep an accurate record of hours served | To expect your time will not be wasted by lack of planning, coordination or cooperation with the library |
| Wear your name tag at all times when doing any library volunteer work in or out of the library | Expect to be treated as a respected member of the library team |
| Keep all communications and information with or about any patron confidential | Expect to be kept up-to-date on changes in policies and/or procedures |
| Report to your volunteer post on time | Be given appropriate expressions of appreciation and recognition |
| Let your volunteer supervisor know if you are going to be absent and/or late | Be treated respectfully |
| Notify the library if you are ill and cannot work your scheduled hours  | Be allowed to express opinions and ideas |
| Treat the staff, patrons, and other volunteers politely at all times | Make suggestions about assignments and the volunteer program |
| Complete an exit interview/program evaluation when you leave the program | On-going training and supervision |