

Volunteer Guidelines

The Converse Public Library (CPL) appreciates your willingness to volunteer your services to assist the Library, its patrons, and the community. As a volunteer, you will have the opportunity to enhance Library services and build a relationship with the community. While on Library premises you will agree to abide by all of the rules of conduct governing the staff and employees of The Library in performing your services.

- Volunteer schedules will be coordinated by the Library Director. If you cannot make your shift, please contact the Library at 210-659-4160 as soon as possible.
- All volunteers must sign in and out on the volunteer log sheet (the sign in log is kept at the circulation desk).
- All volunteers must wear a name tag for identification purposes.
- Every person who volunteers will learn how the Library functions.
- Volunteers must be at least 16 years of age. Those 15 and under must have a parent or guardian accompany them. Under 18 must have parental consent.
- Dress Code: No t-shirts with questionable slogans. Jeans must be neat and clean. No shorts.
- Please only answer directional questions such as "where is the bathroom?" Patrons don't distinguish between volunteers and employees and in giving out information of any type; they assume you are an employee. There are parameters of what we can and cannot answer, what information is okay or not to give. Please direct any questions to Library staff.
- While you are at The Library you are expected to be working on the task assigned. Please refrain from using the computer for web surfing, looking for books, talking on the phone, texting, writing notes, "hanging around," etc. If you don't know what to do, PLEASE ASK.
- Volunteers are not permitted in "staff only" areas of The Library (circulation and back offices), unless given permission by their assigned supervisor. Privacy laws apply to our patrons' information. To that end, volunteers are not to use circulation computers that have access to private information.
- Volunteers are expected to maintain confidentiality of all proprietary or privileged information whether this information involves an individual staff member, volunteer, patron or involves Library business.
- All volunteers are considered to be a representative of The Library and shall conduct themselves in an appropriate manner when carrying out assignments for The Library. Remember that you "are" The Library when working here.
- Purses, jackets and cell phones are to be placed in the designated area. Be sure cell phones have all sound turned off. Please leave all valuable articles at home while volunteering. The Library is not responsible for lost or stolen personal items and we do not have secure locations to store these items.
- Please arrive on time for volunteer service.

If you choose not to continue your weekly service, please extend the courtesy of letting us know you are no longer going to be volunteering.