



Teen Volunteer Handbook

Library Information

Andover Public Library

1511 E Central Ave

Andover, Kansas

<http://andoverlibrary.org/>

316-558-3500

Hours of Operations

Monday – Thursday 9:00 am to 8:00 pm

Fridays 9:00 am to 5:00 pm

Saturday 9:00 am to 3:00 pm

Sunday CLOSED

Library Jargon- You may be unfamiliar with the terms listed below. Here are some terms you may encounter when volunteering:

Circulation Desk- The front desk where people check out items or return them.

Straighten shelves— Make sure the shelves look neat, and the books are even on the front edge of the shelf.

Catalog – Computers that list all the items owned by the libraries.

Patron – People who use the library.

Inhouse—Staff will scan any library items used by patrons within the library that have not been checked out.

Shelf Read- Inspect the shelves for library items that may not be in the correct location. Those items will be placed on a cart to be appropriately reshelfed.

Volunteering Do's and Don't

Jobs Teen Volunteers are asked to do:

If you are unsure about your responsibilities, please ask. The staff will be happy to assist you. We want you to feel comfortable and confident as a volunteer.

Please introduce yourself and let us know your preferred name and pronouns for which you work.

Ask Staff where you can store your backpack, bag, and/or purse(s), and leave everything but necessary materials.

- Straighten and dust shelves
- Bring in-house items to the front desk staff
- Shelf Read Books
- Clean books, puzzles, and toys
- Count board game pieces
- Prepare crafts, kits, or display pieces for staff
- Straighten tables and chairs & puzzle and toy area
- Pick up items left out or left behind
- Assist staff with programs and events
- Greeters – Greet patrons and wear costumes
- Write book reviews to make up for excused absences

Jobs teen volunteers are **NOT** asked to do:

- Assist patrons in locating library materials
- Help patrons with catalog computers
- Taking children to the bathroom
- Answering the telephone
- Keeping track of unattended children
- Do not use cell phones during your shift unless it's an emergency
- Do not go behind the front desk or enter the break room.

If you are unsure of the correct answer, please refer to the librarian on duty.

ATTENTION: Don't go radio silent if you can't come in after signing up for a volunteer shift. We understand when life happens. If there is a scheduling conflict or an emergency, please get in touch with the staff at 316-558-3500 or email Kendra Ellison at kellison@andoverlibrary.org.

Grounds for Dismissal

- Missing your shifts three times without contacting the library.
- Failing to fulfill responsibilities or signs of misconduct after three chances.

Dress Code/Conduct Code

You may wear jeans or shorts, but not short shorts (use the fingertip rule). Generally, dress appropriately, as you would if you followed the school dress code. Wear available volunteer tags located next to the sign-in area.

Sign In and Sign Out

Always sign in the teen volunteer binder in the back of the library. Wear available volunteer tags located next to the sign-in binder. Don't forget to sign out when you are finished with your shift.

Participating in Library Programs and Events

We encourage all our teen volunteers to join any programs or events outside of volunteering. Check our website and follow us on social media for upcoming programs, events, and reading challenges.

Thank you!

We appreciate the help all the teen volunteers provide during our programs and events. You help make things run more smoothly; we couldn't have done it without your help.

If you need any additional paperwork signed for volunteer hours or even a job reference, do not hesitate to use Kendra as a reference.