



North Valley Regional Library  
40410 N. Gavilan Peak Pkwy  
Anthem, AZ 85086  
602-652-3302 | [www.mclidaz.org](http://www.mclidaz.org)

We would like to take this opportunity to thank you for committing to the Maricopa County Library District's teen volunteer program this summer. We could not run the Summer Reading Program without our volunteers!

Given the extraordinary circumstances this summer due to COVID19, this packet has been updated with the most current information available as of May 1. Information is subject to change, and we will keep you apprised as quickly as we are able.

Our summer teen volunteers at the North Valley Regional Branch will be performing a variety of tasks. These will include working at a designated Summer Reading Program station where they will be assisting customers with sign-up and log-in to the program's online system, helping to log reading time, and answering questions about the Summer Reading Program.

With this opportunity, we hope to highlight that teen volunteers do make a difference in our community. Your teen will have the chance to gain practical work-like experience while in a fun, friendly atmosphere. We ask that they dress and behave appropriately and arrive when scheduled. Volunteers will have the opportunity to sign up for their own regular weekly shifts as their schedule permits. However, it is still very important that if your teen will need to miss a shift, they inform the library as soon as possible, either by e-mail ([Amandaliss@mclidaz.org](mailto:Amandaliss@mclidaz.org)) or phone (602-652-3308). At the end of the Summer Reading Program, teens will be provided with documentation that details their volunteering time and number of hours.

Teens will be expected to complete a **mandatory virtual Teen Volunteer Orientation** prior to beginning their weekly shifts.

**Parent will need to sign off on the below application that teen has completed the orientation.**

**Orientation is required** and can be found here: <https://mclidaz.org/assets/documents/summer-reading/NV-Teen-Orientation-2020.pdf>

If you have any question or concerns during the Summer Reading Program, please feel free to contact me. On behalf of the staff here at the North Valley Regional Branch Library (and the customers we will be serving this summer) thank you again for your commitment to volunteering with us!

[amandaliss@mclidaz.org](mailto:amandaliss@mclidaz.org)  
(602) 652-3308

Amanda Liss, Librarian & School Liaison

**KEEP THIS PAGE of important information**

~~On May 22, successful applicants will be invited to sign up for actual shifts online.~~ Sign up is delayed right now, and I will update when I have a firm date to begin sign ups.

Each shift will be one hour and you are expected to work at least 12 hours over the course of the summer. (Given the circumstances this is subject to change.) While it is certainly understood that there is always the possibility of circumstances beyond your control, we ask that you take seriously the commitment of twelve hours and plan accordingly.

We will be using [www.SignUpGenius.com](http://www.SignUpGenius.com) to communicate regarding time slots available. You can create an account for free and will need to select **Pacific Daylight Time** or **Mountain Standard Time** because Arizona does not observe Daylight Savings Time. (We stay on **Mountain Standard Time** which is the same as **Pacific Daylight Time**).

**Volunteer Coordinator Contact Information:**  
**Amanda Liss**  
Librarian  
[Amandaliss@mclnaz.org](mailto:Amandaliss@mclnaz.org)  
(602) 652-3308

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## Teen Volunteer Info

### **Can I volunteer?**

If you are 12-18, self-motivated, friendly & interested in contributing, YES!

**WE DO NOT ACCEPT COURT-ORDERED OR DISCIPLINE RELATED VOLUNTEER SERVICE.**

### **How do I get started?**

All you need to do is fill out the application & statement of expectations and complete the mandatory online volunteer orientation found here:

<https://mcladaz.org/assets/documents/summer-reading/NV-Teen-Orientation-2020.pdf>

Make sure your application is complete, including the signature of your parent or guardian.

### **When can I volunteer?**

The 2020 Summer Reading Program runs from June 1<sup>st</sup> through August 1<sup>st</sup>. We would like our Teen Volunteers to commit to at least **12 hours** during the summer (subject to change). This allows teens to be volunteers and still have time for family vacations, summer employment, etc. while practicing responsibility and accountability in a customer service environment in hour-long shifts. These shifts will be selected by the teens, using [www.SignUpGenius.com](http://www.SignUpGenius.com) based on flexibility, availability, and need. We will attempt to accommodate requests, but there are no guarantees.

### **Will I get training?**

Volunteers will be trained on how to perform their duties. Any training will be included as volunteer time. Please be aware that failure to complete any training may result in being dropped from the Teen Volunteer staff.

### **Will there be programs this summer?**

There will be NO in-person programs this summer due to COVID19 concerns. We will be providing virtual programs. You may have the opportunity to assist as much as is possible in the programs and materials we can provide to our customers.

### **What will I be doing as a Teen Volunteer?**

- Assisting customers with registration and logging reading hours for the Summer Reading Program;
- Shelving a variety of materials;
- Cleaning, organizing, and straightening various sections of the library;
- Other tasks as assigned by library staff
- **\*\*Given the current situation, available tasks are subject to change\*\***

### **Anything else?**

You must bring your completed application on your first day of volunteering. You may not sign up for further dates until we receive your completed application.

Please make sure the application is completely filled out and signed by a parent/guardian.

Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_

# **2020 Summer Teen Volunteer Contract**

As a library volunteer, you will need to be present when scheduled, to behave appropriately, and to perform your assigned tasks. If you cannot come in for your scheduled shift, you must let the library know as soon as you are able – e-mail [Amandaliss@mclldaz.org](mailto:Amandaliss@mclldaz.org) or call 602-652-3308.

While you are volunteering, you will spend time at a Summer Reading station, assisting customers with sign-up and log-in to the program's online system, helping to log reading time, answering questions about the Summer Reading Program, and doing other jobs as assigned. There will be other tasks and skills training from time to time. The more flexible and eager you are to learn, the more diverse your volunteer time will be.

## **What to Wear**

Please keep your school dress code in mind when coming to the library. If you show up wearing inappropriate clothing (items that are revealing, dirty, torn, displaying any offensive messages, etc.) you will be asked to leave for the day. If it happens a second time, your volunteer services will no longer be needed.

**You must wear a volunteer badge (to be provided to you) whenever you are volunteering. Please leave this badge in the designated area at the library; do not take it home with you until your last day.**

## **Food/Drinks**

You may have beverages at the volunteer station, but it must have a top; no cans or glass. Feel free to bring lunches or snacks to be eaten in the designated Teen Volunteer area.

**Use of profanity of any kind, disrespect, or dishonesty with library staff or customers will result in immediate removal from your position.**

**Summer 2020 Teen Volunteer Application**  
PLEASE PRINT CLEARLY

Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Email Address: \_\_\_\_\_

Emergency Contact's Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_

Emergency Contact's Phone Number: \_\_\_\_\_

Are you between the ages of 12 and 18? Yes \_\_\_\_\_ No \_\_\_\_\_ Date of Birth: \_\_\_\_/\_\_\_\_/\_\_\_\_

**2020-2021** Grade Level: \_\_\_\_\_ School: \_\_\_\_\_

Why do you want to volunteer? Use an additional page if necessary.

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Do you have any previous volunteer or work experience? Use an additional page if necessary.

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Are there any special needs/ conditions which should be taken into consideration in arranging your volunteer assignments? Use an additional page if necessary.

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Give the names of two personal references (teachers, counselors, coaches, etc.)

Name: \_\_\_\_\_ Position: \_\_\_\_\_ Phone: \_\_\_\_\_

Name: \_\_\_\_\_ Position: \_\_\_\_\_ Phone: \_\_\_\_\_

I hereby certify that all the statements contained here are true to the best of my knowledge and I understand omissions or misstatements may be cause for discharge from the library volunteer program. I will also keep the Volunteer Coordinator advised of changes in my address.

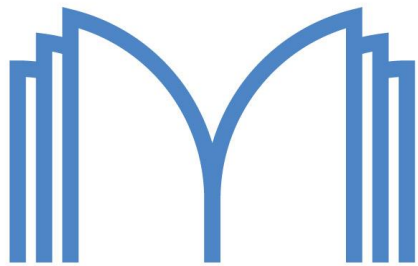
\*\* Additionally, I certify that I have completed the online orientation as required.

Signature of **Applicant** \_\_\_\_\_ Date \_\_\_\_\_

I have read this application and understand that my son/daughter is applying to work as a teen volunteer at the North Valley Regional Library.

\*\*Additionally, I certify that my teen has completed the online orientation as required.

Signature of **Parent/Guardian** \_\_\_\_\_ Date \_\_\_\_\_



Maricopa County  
Library District  
*where curiosity leads*

**Statement of Expectations for  
Maricopa County Library District Teen Volunteers**

Read & Understand      Read & Have Questions

**ATTENDANCE & SCHEDULES**

- Arrive on time!
- Turn in your completed volunteer application at your first shift. (May be printed and completed in the library with your parent/guardian.)
- Sign in and out on with a staff member when you arrive for your shift and before you leave. Likewise, do not leave the building during your shift without notifying staff.
- Make sure you have transportation home after your shift.

**DRESS CODE**

- Wear your volunteer badge at all times and do not take the badge home with you.
- Dress in a clean, neat and conservative fashion; use your school dress code as a guideline. No cut off or frayed clothing, nor clothes with holes in them, no offensive or revealing clothing.
- **Closed-toe shoes** are required to protect you against injury from dropped books or book carts. Without closed-toe shoes, a volunteer will not be allowed to work their shift.
- No too-short skirts, dresses or shorts, nor bare midriffs, exposed cleavage or strappy tank tops.
- Do not wear hats or caps while volunteering (special circumstances excepted).
- T-shirts with graphics relating to violence, drugs, alcohol or sex are inappropriate.

**BEHAVIOR**

- Behave in a pleasant, courteous and professional manner at all times to all staff, fellow volunteers, and library users.
- Stay on the tasks your supervisor assigns to you. When you finish a task, let your staff contact know.
- **Consult library staff about any problems or emergencies immediately**, including any situations that may feel uncomfortable to you.
- If you are unsure of the answers, refer questions from the public to library staff.
- Keep "chit chat" with staff, other volunteers, friends or family members to a minimum while working. Excessive conversation while you are on duty may delay work, disturb library users and other staff, and provoke criticism of the library.
- Personal visits, telephone calls, texting or other personal business are not appropriate while you are on duty. If you carry a cell phone, set it to vibrate. Use of computers while on duty should be restricted to SRP tasks.
- Do not bring friends or family members into "staff only" areas and do not visit these areas yourself when you are not on duty.
- All Library Standards of Conduct will apply to you. Observe all safety rules.

**MUTUAL RESPECT**

- Guard your Words and Actions
  - Monitor comments, jokes, and behaviors in the workplace.
  - Do not demean anyone; treat coworkers like you treat customers
  - Refrain from engaging in an offensive or unwelcome manner
- The goal is to treat each other with honor and respect. It makes for a better volunteer experience for everyone!

**ALWAYS FEEL FREE TO ASK QUESTIONS! 😊**

I understand and agree to follow these rules, policies and procedures outlined above regarding my Teen Volunteer Experience.

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Teen Volunteer Signature

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Parent Signature

**Volunteer Coordinator Contact Information:**

**Amanda Liss**

Librarian

[Amandaliss@mclnaz.org](mailto:Amandaliss@mclnaz.org)

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