



City of Virginia Beach

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DEPARTMENT OF PUBLIC LIBRARIES

Policies

Title: Volunteer Code of Conduct and Discipline	Policy Number: VBPL-POL-0010
Effective Date: January 7, 2015	Date of Revision: August 29, 2017

1.0 Purpose

The Virginia Beach Public Library is committed to delivering customer focused services in line with our organizational values – passion, innovation, and excellence. Volunteers help to support the organization in order to meet the needs of the community and every volunteer plays an important role in our overall success.

2.0 Code of Conduct

Volunteers represent the City of Virginia Beach to the public and it is important to maintain professional standards, as follows:

- Uphold the City of Virginia Beach's Mission and Organizational Values
- Uphold the Virginia Beach Public Library's Mission
- Adhere to City of Virginia Beach's policies and procedures
- Adhere to Virginia Beach Public Library's policies and procedures
- Interact with staff and the community in a positive manner; be courteous, friendly and cooperative
- Maintain the confidentiality of customer and library information
- Be respectful of library property
- Refrain from using electronic devices while volunteering, unless permitted by staff
- Do not bring family members, friends or others to the library during a volunteer shift, unless permitted by staff
- During meetings:
 - Moderate levels of noise are acceptable and should not disturb others
 - Allow for an atmosphere where everyone can actively participate and concentrate
 - Return meeting spaces to the condition they were found, unless otherwise instructed

3.0 Discipline Policy

Our goal is to develop and maintain long-term and successful volunteers and allow all volunteers the ability to successfully carry out their assignments without unwanted distractions or safety concerns. While our volunteers are unpaid positions, volunteers are treated as staff on many levels and therefore are not exempt from actions and offenses that would fall under this policy.

Disciplinary action may be taken either when a volunteer's work performance is unsatisfactory, violates a policy, or when the volunteer has engaged in misconduct. Examples of behavior or unsatisfactory work performance which could result in discipline include, but are not limited to the following:

- Failure to adhere to policies and procedures aforementioned under the Code of Conduct
- Failure to wear a volunteer identification card (badge) when on City business or in a City building
- Absence without leave (AWOL)
- Recurring tardiness
- Frequently calling off when scheduled for volunteer shifts
- Theft
- Dishonesty
- Bullying
- Refusal to comply with instructions of a supervisor
- Use of offensive, abusive, threatening, coercive, profane, or discourteous language
- Disrespectful behavior towards staff, volunteers, and members of the community
 - Unwanted behavior that disrupts a meeting, program, or activity is considered disrespectful.

4.0 Disciplinary Actions

In cases where volunteer conduct is sufficiently egregious, serious discipline, up to and including termination, may be imposed even for the first offense. The following represents the forms of disciplinary action:

- 1st Infraction – Verbal warning
- 2nd Infraction – Written reprimand, temporary suspension of volunteer duties, and a mandatory meeting with staff
 - Refusal to comply will result in termination
- 3rd Infraction – Termination

Approved by:

Eva Poole, Director of Libraries