



SCOTTSDALE  
**PUBLIC LIBRARY**

**TEEN**  
**VOLUNTEER**  
H A N D B O O K



# Welcome

Dear Teen Volunteer,

Welcome to the Scottsdale Public Library (SPL) System. We are very happy that you have chosen us as a place to donate your valuable time.

Through volunteering at Scottsdale Public Library, you can gain real job experience in a fun and educational environment while providing a valuable service to the library. Through your volunteerism, you will positively impact the community. This program allows you to earn documented volunteer hours.

Volunteering can help you explore your interests and cultivate skills that can benefit you for a lifetime, contributing to your personal growth. Competencies such as communication, problem solving, adaptability, cultural awareness, and empathy are all skills directly related to providing service to the public. You will gain practical experience in these areas which can contribute to your success as an adult.

We are excited to have you as a valued teen volunteer for the Scottsdale Public Library. We look forward to working with you.

**Mariko Owen Ph.D.**

Early Learning, Youth and Teen Coordinator  
Scottsdale Public Library

## Teen Volunteer Mission Statement

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Teen Volunteers at the Scottsdale Public Library donate their time and talents in order to enhance Library services and programming for all customers.

## City Values

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- **Dedicated Service**
- **Thoughtful Innovation**
- **Collaborative Teamwork**
- **Value Diversity**
- **Accountable Integrity**
- **Continuous Learning**

## Substance Abuse Policy – (AR 324)

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The use of illegal drugs or alcohol and the misuse of controlled substances (i.e., prescription medications) by employees conflicts with and is inconsistent with the goal of providing quality service to the citizens of Scottsdale. Every employee and volunteer will abstain from the use of illegal drugs and alcohol and the misuse of controlled substances in the workplace.

## Ethical Standards – (AR 320)

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The expectation for all members of the City's workforce is that they will promote the highest standards of honesty and integrity in City government and ensure the quality of City government through adherence to ethical principals.

## Anti Discrimination & Non Harassment Policy – (AR 333)

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The City of Scottsdale is a values-based organization, which considers its employees its most important resource. It is the policy of the City to treat its employees fairly, respectfully, equitably and professionally, with the same respect and dignity that they are expected to demonstrate toward every citizen, customer, and co-worker regardless of race, color, religion, sex, national origin, age, sexual orientation, gender identity or disability.

## Supervisor Responsibilities

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Your Volunteer Supervisor or area supervisor is responsible for assuring that you are adequately trained for the position you are assigned and that you have the necessary supplies to complete your assignment.

He/she is responsible for handling your scheduling, holding area meetings as needed to share information and addressing any concerns you might have.

## Volunteer Statement of Accountability

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Treat your volunteer experience like a job. In accepting the job of volunteer for the Scottsdale Public Library System, you fully understand, acknowledge and agree to the following conditions:

- Volunteers serve without pay, while following the City's Values, Administrative Regulations (ARs) and the Volunteer Mission Statement.
- Volunteers are required to wear their ID badge at all times while performing volunteer duties. Volunteers are required to return their identification badge upon leaving their volunteer position. The City policy regarding identification badges is set forth in AR 386.
- Volunteer assignments are not permanent. Your volunteer job can be terminated at any time if it is not agreeable or acceptable, or when the assignment has been completed. Volunteers have no recourse with the City of Scottsdale if termination occurs.
- The Scottsdale Public Library System reserves the right to change or discontinue your volunteer duties if they no longer meet the needs and expectations of the organization.
- Volunteers accept responsibility for working within the established procedures of their assignment.
- Volunteers are expected to maintain a clean and neat appearance and dress appropriately for their assignment.
- Volunteers are expected to be punctual and reliable and inform their supervisor of any absences or vacations.
- Volunteers are always welcome to reach out with any questions or concerns and are encouraged to ask for help as needed.
- Volunteers must respect the confidentiality of the organization, its employees, volunteers and customers.
- The Scottsdale Public Library System assumes no responsibility to interview or hire volunteers for any paid position.
- Volunteer workers who perform services for the Scottsdale Public Library System, and are under direct or indirect supervision of City of Scottsdale employees, are eligible for Worker's Compensation benefits pursuant to A.R.S. 23-901.06.

## Thank You for Joining Our Team

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The Scottsdale Public Library System would like to thank you for choosing our organization. We feel privileged that you are donating your time and talents and look forward to working with you!

# SCOTTSDALE LIBRARY LOCATIONS

## ❶ CIVIC CENTER MAIN LIBRARY

3839 N. Drinkwater Blvd.  
Scottsdale, AZ 85251-4467

## ❷ APPALOOSA BRANCH LIBRARY

7377 E. Silverstone Drive  
Scottsdale, AZ 85255

## ❸ ARABIAN BRANCH LIBRARY

10215 East McDowell Mtn. Ranch Road  
Scottsdale, AZ 85255-8600

## ❹ MUSTANG BRANCH LIBRARY

10101 N. 90th St.  
Scottsdale, AZ 85258-4404

