**General Conduct**

1. **Professionalism**: Volunteers are expected to maintain a professional demeanor at all times. This includes being punctual, reliable, and appropriately dressed for the library environment.
2. **Respect**: Treat all patrons, staff, and fellow volunteers with respect and courtesy. Harassment, discrimination, or any form of inappropriate behavior will not be tolerated.
3. **Confidentiality**: Volunteers must respect the privacy and confidentiality of library patrons and their information. Do not disclose personal information about patrons or staff.
4. **Communication**: Communicate clearly and effectively. If you have any concerns or issues, discuss them with your supervisor promptly.

**Duties and Responsibilities**

1. **Commitment**: Fulfill your scheduled volunteer shifts. Notify your supervisor as soon as possible if you are unable to attend.
2. **Training**: Attend all required training sessions and be open to ongoing learning opportunities.
3. **Tasks**: Complete assigned tasks diligently and to the best of your ability. Ask for clarification if you are unsure about any task.
4. **Safety**: Follow all safety guidelines and report any unsafe conditions or incidents to your supervisor immediately.

**Interactions with Patrons**

1. **Customer Service**: Provide courteous and helpful assistance to all library patrons. Direct any questions or issues beyond your scope to a staff member.
2. **Inclusive Environment**: Help create an inclusive environment by welcoming and assisting patrons of all ages, backgrounds, and abilities.
3. **Conflict Resolution**: If a conflict arises, remain calm and seek assistance from a staff member rather than attempting to resolve it on your own.

**Use of Library Resources**

1. **Responsible Use**: Use library resources, including materials, equipment, and facilities, responsibly and only for library-related activities.
2. **Personal Belongings**: Keep your personal belongings secure. Do not use library resources for personal gain.

**Ethical Conduct**

1. **Integrity**: Perform your duties with honesty and integrity. Do not engage in any form of theft, fraud, or dishonest behavior.
2. **Representation**: Represent the library positively both within and outside of the library. Do not speak on behalf of the library unless authorized to do so.

**Feedback and Evaluation**

1. **Open to Feedback**: Be open to receiving feedback from staff and use it constructively to improve your performance.
2. **Self-Evaluation**: Periodically reflect on your volunteer experience and identify areas for personal growth and improvement.

**Disciplinary Actions**

1. **Violations**: Violations of this Code of Conduct may result in disciplinary actions, including but not limited to verbal warnings, written warnings, or termination of volunteer service.
2. **Process**: If an issue arises, it will be addressed in a fair and respectful manner. You will have the opportunity to discuss the issue with your supervisor.

**E.G. Fisher Public Library – Volunteer’s Code of Conduct**



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