

West Bend Community Memorial Library Summer Reading Program

TEEN VOLUNTEER MANUAL

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Librarians:

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We use the acronym SRP to abbreviate “Summer Reading Program”

VOLUNTEER REQUIREMENTS

- Going into grades 6-12
- Willing to volunteer a minimum of 10 hours between June 8th and August 3rd
- Have a cheerful attitude toward kids, families, and library staff
- Willingness to smile and a desire to volunteer at the library

ORIENTATION

Teen volunteer orientation is mandatory for all **new** summer volunteers. RSVP is encouraged.

If a new volunteer cannot make it to the orientation, or if you have volunteered at the library before, a one-on-one meeting is **required** before the orientation date to fill out the application, turn in the summer schedule, and go over expectations for volunteers.

At the orientation, teens will

- Fill out an application (also available on the library's website)
- Take home a volunteer parental consent form that **MUST** be returned with a the signature of a parent/legal guardian before you can volunteer
- Receive a copy of the Library Expectations for Volunteers (Appendix A)

We will go over how the summer reading program works and the different ways teens can volunteer.

- At the Reading Booth

You'll be scheduled for a three-hour shift during these times:

9:00 a.m. – 8:00 p.m. Mondays – Thursdays

(9 a.m. – noon, noon – 3 p.m., 3 p.m. – 6 p.m. OR 6 p.m. – 8 p.m.)

9:00 a.m. – 6:00 p.m. Fridays

(9 a.m. – noon, noon – 3 p.m., 3 p.m. – 6 p.m.)

- For Weekly Programs

Weekly program time slots include setup and teardown. These are the most physical tasks – including moving tables and chairs. You'll help the librarian run the program, and you get to interact with kids! These include Kids Crafts and Movies, Friday Fun, Storytimes, Teen Tuesday, etc.

- Task Binder

We keep a task binder at the Information Desk with projects for volunteers to work on. These projects can be done anytime – just let us know you're coming and we'll make sure we're ready! We might need help with a big project, or we might ask you to do miscellaneous tasks including; cutting, counting, labeling, organizing, and shelving.

LIBRARY EXPECTATIONS FOR TEEN VOLUNTEERS

There's a Library Expectations Handout in Appendix A, but here are the BIG THINGS:

- **Have a great attitude**
- **Be on time**
- **LET US KNOW ASAP if you can't make it to a volunteer shift!**
(please give us as much heads up as you can, so we can find a replacement!)

VOLUNTEER SIGN IN

Every volunteer must sign in and out at the Information Desk, checking in with a librarian, for every shift. Sign-in sheets are in a binder at the desk. Once you sign in, grab a nametag! If a volunteer doesn't sign in or doesn't show, I call your parent/guardian to make sure you're okay. PLEASE DO NOT MAKE ME WORRY. *Two no-shows and we'll find someone to cover your shifts for the rest of the summer.* At the end of the summer, you get a certificate tallying up your hours – sign in to make sure we get an accurate count!

READING BOOTH VOLUNTEERS

Reading Booth Volunteers are typically scheduled in three hour increments with another person. You are there to register people for the reading program, check folders, hand out prizes, and answer questions about the program. **There should be at least one person at the table at all times.** Negotiate bathroom breaks with the other person.

You are often the first person families will see. Please SMILE and be friendly! Manners are essential. Please and thank you are a MUST. But we also understand that not everyone will be nice in return, and you deserve respect. If someone is rude, please come and get Terika, Hannah, or another librarian and we will deal with the problem.

HOW THE SUMMER READING PROGRAM WORKS

Any youth can participate – even volunteers! We accept readers from newborn babies to students entering grade 12. We separate them into the following groups:

- “Preschool” – for babies and any kids who are going into kindergarten
- “Elementary Readers” – for kids in grades 1-4 next fall
- “Middle School Readers” – for those in grades 5-6 next fall
- “High School Readers” – for teens in grades 7-12 next fall

There are different colored registration forms for each group and a corresponding color reading folder. Every participant fills out a registration form at the Reading Booth. If the kids can't write yet, or their writing is not clear, *please* have an adult fill out their form. We need to be able to read their information. Registration forms stay here at the library.

Kids do not need to be present in order to register but someone (grandparent, parent, sibling, or neighbor) must be physically present to register them. We cannot accept over the phone or email registrations.

Once registered, each kid gets a Reading Folder. Please have them put their name and phone number on the front at the top. On the inside of each folder is a picture. Each picture is worth 15 minutes of reading – either independently, or listening to someone read aloud. Each section requires an adult signature. Readers receive an incentive prize for each section completed. (More on that later).

READER REGISTRATION

Registration begins after the West Bend School District finishes school for the summer. The first week is our busiest time, and we often have lines of families waiting to register.

When a family or reader approaches the Reading Booth, the first thing a volunteer should ask is;

“What grade are you going into this fall?”

Or if the child looks younger than school age

“Have you finished K-5 Kindergarten?”

Many times you will be directing your questions to the parents. That’s fine.

Hand them the grade/age appropriate registration sheet. Please make sure that the writing is clear. If you can’t read it, clarify with the adult and print the information above the child’s writing.

Instruct them to write their first name, last name, phone number and age/grade on their registration form. File the registration form in the box, and hand them the reading folder. Encourage the family to visit our Program Table for information about various events and to sign up for contests and puzzles.

As you hand them the reading folder, walk them through how the program works. If the family or reader has done Summer Reading before, go over the basics as a reminder. If the family or reader is brand new to the West Bend Library, the volunteer **MUST** explain how the program works. So basically, go over it either way. It changes a little bit every year!

“Happy Reading!!!”

Stocking the Reading Booth: When there is a lull during your shift, one of the two volunteers should do a quick inventory of the supplies at the table. Please restock anything that is running low. There is a table behind Hannah’s office (through the Business Office) that has extra supplies. Please make sure you know where this is! It is

extremely inconvenient to have families lined up and run out of something. If you take the last of an item from the back table please NOTIFY HANNAH OR TERIKA IMMEDIATELY, either in person, by email, or by leaving a note with the librarian at the desk. Sky writing is also accepted.

If it is slow, you are welcome to bring a book or other quiet project to work on at the Reading Booth. However, NO TEXTING OR PHONE GAMES are allowed while on duty. Consider this a real job experience – we want you to be ready when people come to the Reading Booth, and future employers won't want you texting on the job.

Reading Booth Volunteers are our MVPs. Please show up for your shift a few minutes early, and please do not leave until the next shift arrives. If someone doesn't show up for the scheduled shift, please notify Hannah ASAP. If Hannah isn't here, then tell Terika. If no one shows and you need to leave, tell any librarian so they can cover the reading booth until we can find a volunteer, or until the next shift arrives.

CHECKING FOLDERS

Once kids are registered and reading, they can return to the library to have their folders checked and receive prizes.

Ask to see their reading folder and see which section(s) they have finished. There are no restrictions for how often they can come in to collect prizes or how many sections they complete in one visit. Some kids will even come in the first time after registering and have the entire folder completed.

There will be a list at the booth explaining which prizes correspond with which sections. There are stamps and ink available to stamp the folder. A stamp in the designated spot shows the reader has completed that section **and** received that prize. Stamp the folder and give them their prize. Hand the folder back and encourage them to keep reading. **Ask if they signed up for "Reader of the Week" yet.**

FINISHING A READING FOLDER

Once the entire folder is complete (10 or 20 hours of reading) COLLECT THE FOLDER. We keep the finished folders here to record statistics. Then give the reader a paper cutout in their age group's color to put on the Wall of Fame. Have the reader write their name on the cutout, then spread glue on the back and let them pick out a spot on the Wall of Fame.

When readers complete the program, they receive a Finale Stunt Vote (in the form of a bead or bean) and a Raffle Ticket. Have them fill out the raffle ticket. They cast their vote by putting their bead or bean into the jar that corresponds with the stunt they want to see Hannah and Terika perform at the end of Summer Reading. For 2017, the stunts are:

1. Kiss a goat at the Finale Picnic

2. Dress as chickens and do the Chicken Dance at the Finale Picnic
3. Wear banana costumes around the library the day after the Finale Picnic

Kids can continue to read beyond the number of hours in their reading folder by picking up an Extra Sheet at the Reading Booth. When they finish an Extra Sheet, they can choose between an extra Finale Stunt Vote OR an extra Raffle Ticket. Collect the completed Extra Sheets and alphabetize them with the finished reading folders.

TASK BINDER VOLUNTEERS

Task Binder Volunteers help the library run smoothly by doing “behind the scenes” jobs. These volunteers work independently. There is a binder at the Information Desk with a list of tasks. Examples of these tasks might be paper cutting, making die cuts, counting entry slips, breaking down carts, setting up carts, shelving, or one time large projects.

When you come in, **SIGN IN**, then check the task binder and get started with whatever you need to do independently. Once that task is complete, cross it off the list, and move to the next item. You can leave whenever your scheduled time is up, or when you finish all the tasks that are listed. Task Binder volunteers also have an easier time with scheduling. There is almost always something to do, and the library doesn’t need to make sure that we have a volunteer scheduled at all times, so we can be more flexible.

If there is a lot of extra time left, one task that can always be done is shelf reading. This is going along a shelf and checking the spine labels, making sure the books are in order. Fiction is shelved by the author’s last name, first name, then the title of the book. Nonfiction is shelved by the Dewey Decimal call number. In the summer, with as busy as the library gets, many items are out of order. This task helps keep the library organized so everyone can find what they’re looking for!

WEEKLY PROGRAM VOLUNTEERS

Throughout the summer, there are a number of programs that Hannah and Terika need help setting up, and extra sets of hands to help with activities. Crafts, movie days, and family night programs all require chairs set up, head counts taken, and cleanup afterward. Volunteers should plan to arrive before the program and help at the direction of the librarian for the duration. You will most likely be working with a lot of kids, so we expect a fun-loving, efficient, friendly attitude.

CONTESTS AND PUZZLES

Reader of the Week Contest – Each week, the librarians draw three names from everyone who's entered: one preschooler, one elementary reader, and one middle school/high school reader. All participants need to do to enter is fill out a slip with their name/age/phone number and put it into the Reader of the Week box. Each winner is awarded a bag of prizes, which are different every week and customized to be age appropriate. If someone says they've won Reader of the Week, send them to the librarian to have their picture taken and put on the winner board.

Guessing Contest – Each week, Terika displays a jar filled with duplicate items. Kids fill out an entry slip including their name, age, phone number, and their personal guess for how many items are in the jar. The kid with the most accurate guess is contacted by phone, then they come in to pick up a prize bag and have their picture taken. It is displayed on the board, along with the correct number of items in the jar. Direct winners to the librarian for the picture/prize part.

Family Scavenger Hunt – The librarians create a list of 50 items and tasks. Families can pick up the list at the beginning of the Summer Reading Program and have several weeks to look for/purchase/make the items and complete the tasks on the list. Each item has to be numbered and collected in a shoe box. Families submit the shoebox and the list (which includes the entry form) together before the deadline. The ten families who collect the most items win prizes. Shoeboxes and their contents become property of the library and will not be returned.

Appendix A

LIBRARY EXPECTATIONS FOR TEEN VOLUNTEERS

- **A = Absence**

Volunteers are expected to come to the library at the time they are scheduled. If you are unable to work at your scheduled time, please call the library or email Hannah to let us know you won't be there. After two unexcused absences, you'll be replaced, and the librarians will be sad.
- **B = Behavior**

Volunteers are to be courteous and polite to all patrons of the library. While on duty, they should be at their assigned area(s) and doing only those jobs they have been asked to do.
- **C = Commitment**

Volunteers are asked to work a minimum of 10 hours during the summer.
- **D = Dress Code**

Neatness is the rule for dress. No short shorts, bare midriffs or shirts with obscenities are allowed. Please no holes in your clothing.
- **E = Employability**

One of the purposes of volunteering is to help you get ready to join the working world. The skills you learn as a volunteer will help you when you are ready to begin working. If your work ethic is sound, Hannah will be more than happy to write you letters of recommendation. :)
- **F = Food**

There is to be absolutely no eating or drinking while on duty. This includes gum chewing. Food in the library = bugs and/or mice in the library = gross, please no. Water is okay as long as it's in a container that seals TIGHTLY. Spills are not fun. Please contact Hannah if you need any food accommodations.
- **G = Good Looking**

Volunteers are to be well groomed and showered at all times.
- **H = Honesty**

Volunteers are to be truthful and pleasant to patrons. If asked a question regarding the summer reading program, a volunteer should answer to the best of their ability or refer the question to Terika or Hannah. If it is a reference question, please direct patrons to the librarian.
- **I = Identification**

Volunteers should wear the name tags provided for them at the library.
- **J = Jobs to be Done**

Please do the tasks you're asked to. This might include jobs that would not necessarily be something you would choose to do. Volunteers should do only those jobs assigned and not try to perform tasks that have not been given to them. Please don't complain (at least not where Hannah can hear you).
- **K = Kids, Kids, Kids**

The majority of your time will be spent working directly with children. Treat them with respect at all times. We've all been one! (And some of us still are, we're just taller now.)
- **L = Liability**

If a volunteer is involved in an accident or an unusual incident while on duty, they should report it to a librarian immediately. If someone else is injured, a volunteer should get help immediately and not try to help the people themselves.
- **M = Manners**

When on duty volunteers should sit up, speak clearly and loudly, and look the patrons in the eye while talking with them. At no time will a volunteer speak rudely to any child or adult. If there is a problem with a patron, a library staff member should be notified.
- **N = Noise**

Volunteers are asked to be respectful of staff and patrons and speak in a normal voice.

- **O = Organization**
Please perform all duties in a logical, organized fashion rather than jumping from one thing to another. Complete one task before beginning a new one. This helps Hannah and Terika keep track of what needs to be done.
- **P = Privacy**
Volunteers are asked to keep any information from patrons confidential. Do not repeat to friends anything heard at the library. Also, be respectful of staff desks and materials. Desks are private, and volunteers should not go into drawers without permission.
- **Q = Questions**
Never be afraid to come to a staff member with a question – there's no such thing as a stupid question. It is better to ask a question than to give the wrong information or to perform a task incorrectly.
- **R = Record Keeping**
It is very important that volunteers sign in and out when they are either coming on duty or leaving the library. We need to report how many hours people volunteer, and it's a good alibi.
- **S = Schedule**
Volunteers should talk over with their parents the times that would be best to work. If this schedule must be changed, the volunteer must email Hannah – hkane@west-bendlibrary.org
- **T = Telephone**
The Library telephones are not for personal use. All arrangements for transportation should be made before the volunteer comes on duty. If it is necessary to use the telephone, please ask permission first. **No cell phones allowed when you are on duty!!!!!!**
(exclamation points mean Serious Business)
- **U = Unfinished Work**
Try to complete as much work as possible while on duty. Let the librarian know how far you are with any job before leaving, so the next person on duty can complete it. Volunteers are to perform all duties asked not just those they prefer.
- **V = Visiting with Friends**
Volunteering should be fun; however it is not the time to visit with friends. So, only two people at the Reading Booth at a time. Make plans to chat with your non-Reading Booth volunteer friends after your scheduled time. This includes brothers and sisters. If someone is not cooperating, ask the librarian to handle the situation.
- **W = Willingness to Work**
Be enthusiastic about the job. Cooperate with the staff and other volunteers. We're all pretty cool.
- **XYZ = EXTRAS - Have fun, enjoy hanging out at the library, and don't forget to be awesome!!**

2017 TEEN VOLUNTEER CONTRACT

(required before volunteer may start)

The West Bend Library has developed a program for area teens to volunteer during the summer. Teen volunteers provide assistance with the children's summer reading program and events at the library. Teen volunteers are positive examples for younger patrons and encourage library usage and a love of reading. Before beginning their service, Teen volunteers must sign this Teen Volunteer Contract.

As a Teen Volunteer at the West Bend Library, I, _____, agree to the following:

1. I will arrive on time and notify a staff member I am here. If I am unable to do this I will call the Library (262-335-5151) and notify a staff member.
2. I will remain at my post until my shift has ended (except for restroom breaks) unless the librarian has asked me to do another task.
3. I will contact Hannah if I need to make changes in my schedule.
4. I will perform my duties as assigned in a pleasant manner. If I have any questions about what I am to do, I will ask a staff member.
5. I will refer patrons to the librarian on duty when questions arise that are not directly related to my job.
6. I will be courteous and respectful to the library patrons, staff and other volunteers at all times.
7. I will use the phone only with the permission of a staff member.
8. I will NOT eat food while on duty.
9. I will wear a volunteer nametag on the front of my shirt where people can see it when I am working.
10. I will wear appropriate attire to the library (no bathing suits, bare midriffs, short-shorts/skirts, clothing with offensive or threatening messages – basically school-appropriate; see Hannah with questions).
11. I will focus on my assignment while working. I will keep socializing to a minimum. Out of town visitors and friends are welcome to use the library but may not participate as volunteers unless they've completed the application and training requirements.
12. I will not use electronic equipment while on duty, including text messaging, listening to music or playing games.
13. I will keep my cell phone in my pocket on vibrate and will not make or receive any calls that are not emergencies.
14. **I will never complain that I am bored (unless I can do so in at least three languages).**

Volunteer Signature

Date

Parent/Guardian/Responsible Grownup Signature

Date

SAMPLE SCHEDULE

Each week, Hannah will email volunteers with the schedule for the rest of the summer, updated to reflect any shift changes, open shifts, and new volunteer opportunities. Once you're scheduled for a shift, that WILL NOT change unless you've asked for changes. The schedule is also hosted on Google Calendar, which reflects changes in real time. Here's what a schedule looks like:

	SUN.	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
7							
8	9-12: Aidan S. & Owen S. 12-3: Taylor K. & Margaret R. 3-6: Abby D. & Bekka D. 6-9: Lori H. & Bridget K.	9-12: Tristan R. & Ella B. 12-3: Caitlin M. & Sophia Z. 3-6: Aaron E. & Geoffrey G. 6-9: Payton S. & Elise M.	9-12: Isabella S. & Andrew G. 12-3: Abby D. & Bekka D. 3-6: Bridget K. & Lori H. 6-9: Maiya G. & Ava M.	9-12: Isabella D. & Sam W. 12-3: Caitlin M. & Geoffrey G. 3-6: Ella B. & Aaron E. 6-9: [OPEN] & Vanessa T.	9-12: Rachel G. & Aaron E. 12-3: Ella B. & Lori H. 3-6: Calliana W. & Sarah F.		
14	9-12: Aidan S. & Owen S. 12-3: Rachel G. & Payton S. 3-6: Bridget K. & Lori H. 6-9: Sarah F. & Sophia Z.	9-12: Tristan R. & Margaret R. 12-3: Caitlin M. & Sam W. 3-6: Aaron E. & Geoffrey G. 6-9: Calliana W. & Abby H.	9-12: Priyanka T. & Andrew G. 12-3: Payton S. & Sam W. 3-6: Aaron E. & Geoffrey G. 6-9: Sarah F. & Sophia Z.	9-12: Vanessa T. & Rachel G. 12-3: Bridget K. & Lori H. 3-6: Caitlin M. & Aaron E. 6-9: Abby H. & Sophia Z.	9-12: Rachel G. & Sam W. 12-3: Bridget K. & Lori H. 3-6: Calliana W. & Sophia Z.		
21	9-12: Aidan S. & Owen S. 12-3: Rachel G. & Payton S. 3-6: Abby D. & Bekka D. 6-9: Calliana W. & Sarah F.	9-12: Taylor K. & Margaret R. 12-3: Geoffrey G. & Sam W. 3-6: Bridget K. & Lori H. 6-9: Sarah F. & Ava M.	9-12: Priyanka T. & Andrew G. 12-3: Abby D. & Bekka D. 3-6: Aaron E. & Sam W. 6-9: Ella B. & Abby H.	9-12: Taylor K. & Payton S. 12-3: Geoffrey G. & Sam W. 3-6: Bridget K. & Lori H. 6-9: Ella B. & Abby H.	9-12: Rachel G. & Andrew G. 12-3: Bridget K. & Lori H. 3-6: Calliana W. & Aaron E.		
28	9-12: Payton S. & Elise M. 12-3: Rachel G. & Geoffrey G. 3-6: Abby D. & Bekka D. 6-9: Calliana W. & Sarah F.	9-12: Taylor K. & Margaret R. 12-3: Payton S. & Elise M. 3-6: Bridget K. & Lori H. 6-9: Maiya G. & Ava M.	9-12: Andrew G. & Ella B. 12-3: Abby D. & Bekka D. 3-6: Aaron E. & Lori H. 6-9: Sarah F. & Abby H.	9-12: Taylor K. & Sam W. 12-3: Caitlin M. & Sam W. 3-6: Aaron E. & Geoffrey G. 6-9: Ella B. & Abby H.	LIBRARY CLOSED		
5							

JUNE 2015