

Welcome Handout for Junior Friends Volunteers

WELCOME to the Junior Friends Program! You are a very important member of the Youth Services Department. We appreciate your commitment to the Library and look forward to working with you.

This booklet contains general information about the program. Specific “how-to” instructions will be given on-the-job with guidance. As you master tasks, you will be trained for additional duties.

This is your copy, so feel free to make notes and add any updates you receive. If you have any questions about the program, please see Michele Collette. You may contact Michele by phone at 630-584-0076 ext. 235 or email her at mcollette@stcharleslibrary.org.

Brief History

Middle school students have been an important part of the Youth Services team for over 20 years. The program began as a way to show middle school students their Library and all it has to offer. At the same time, the Library benefitted from their assistance during the busy summer months. It has expanded into a year-round program with around 35 students each year.

Time Commitment

During the application and scheduling process, volunteers will be assigned a one-hour volunteer shift each week based on the choices indicated on their applications. We generally follow the school calendar for our volunteer hours. When there is no school, you do not need to come.

A minimum time commitment of 10 weeks is required for the Fall and the Winter/ Spring sessions. The minimum time commitment for the summer session is at least 6 weeks.

We do understand that things happen, and there will be times that you are unable to be at the Library during your scheduled shift. If you are unable to work, please call the Youth Services ASK ME Desk at (630) 584-9390 and speak with Michele Collette or leave a message for her.

If you miss your shift two consecutive times without contacting the library or miss more than three times per session without rescheduling, you may be asked to drop out of the program.

Record Keeping

Volunteers record their time in a log kept in the Junior Friends Area of the Youth Services Office Workroom. It is important that you sign in and out each time you volunteer. Hours are tracked for the Library and also for the individual volunteer.

You may request a letter of reference after volunteering 25 hours. Many of our volunteers accumulate a lot of hours. These many hours show their commitment because this is not easy to do being scheduled one hour a week. The names of those volunteers who have achieved 100+ hours of service are displayed on a plaque hanging in Youth Services.

Basic Guidelines

Our basic guideline is consideration-

- We expect our volunteers to be respectful and helpful to patrons, staff, and materials.
- As a volunteer, you represent the Library to everyone who walks in the door. We are known for customer service and friendliness and it all begins with a welcoming smile and courteous attitude towards library users.
- Library users will occasionally ask you questions. If you feel comfortable and they ask quick location questions such as, “Where is the restroom?” go ahead and give them the answer. Otherwise, refer them to the ASK ME Desk.
- We ask that you are also attentive to the quiet atmosphere. As people may be reading or studying, please use an appropriate voice level while speaking to others. Also, friends and acquaintances will be pleased to see you at the Library as a volunteer. Take a moment to chat with them quietly before returning to focus on your duties.
- If you need to get a drink from the water fountain, use the washroom, or check in with a parent, go right ahead. Please let Michele or someone know if you will be gone more than 5 minutes.

Dress-

- Junior Friends t-shirt- While you are volunteering, we ask that you have on your volunteer t-shirt and nametag to be easily recognized by patrons and staff members.
- Please wear comfortable pants or shorts. If you wear shorts, they need to be the length acceptable at school.
- Footwear- In order to avoid possible injury, please wear closed-toes shoes.

Mentor Program

Our mentor program partners experienced Junior Friends with newer Junior Friends to help them have a successful experience in the program. Students who have completed 25 hours of service, are extremely dependable, and have successfully been trained on all Junior Friend duties are eligible for our mentor program. Weekend work periods are available to Mentors.

Volunteers are an important part of our Library.

If you have any questions, please ask. We are here to help you. What you are able to accomplish during your time with us ultimately benefits the Library.

Thank you very much for your assistance. Whether behind-the-scenes or with the public, your contribution to the St. Charles Public Library is truly appreciated. We hope your experience as a Junior Friend is positive and that you will enjoy learning more about your Library.

Youth Services • St. Charles Public Library
One South Sixth Avenue • St. Charles, IL 60174
www.stcharleslibrary.org • 630-584-9390