

# CODE OF CONDUCT



As a Friend of Brooklyn Public Library, you are volunteering to take on an essential role in your library. Friends support and supplement needed library resources, advocate for the importance of library services in our communities, publicize library events and raise funds to achieve library goals.

Thank you for your cooperation in respecting the following important guidelines:

## **I. As a Friend of Brooklyn Public Library (BPL), your role and responsibilities are unique.**

1. Understand that your role is a supportive one. With guidance from BPL staff, you can advocate to elected officials on the importance of libraries, increase community awareness of library events and run fundraisers. Library employees oversee all library programs and supervise volunteer activities.
2. Follow BPL policies and guidelines, including all guidelines and rules in the Friends Handbook. If you have any doubt about BPL policy, ask a staff member at the branch.
3. Keep up the library's friendly, welcoming environment; be conscious of your language and tone.
4. Maintain confidentiality of any and all patron, customer, proprietary or privileged information you see while serving as a Friend, whether this information involves a single patron, customer, employee, volunteer or involves overall BPL business.
5. Use good judgment and avoid any compromising situations: work in an area with other adults at all times, especially when working with children. Never be alone with a child you are not a guardian of while working in your capacity as a Friend.

## **II. Take pride in being professional.**

1. Maintain a constructive attitude, high standards of ethical conduct and integrity, and avoid any conflict of interest, or even the appearance of a conflict.
2. Do not lend money, contribute or solicit money for outside organizations while you are on BPL property.

## **III. Health and safety are always important.**

1. Alert staff immediately if anyone is injured while with you or if any patron needs first aid.
2. If you are injured on BPL property, notify staff promptly.
3. If you are experiencing difficulties working with members of the public, staff members or other Friends, ask a BPL staff member for assistance. Do not attempt to handle any customer service, security or safety concern on your own; tell a BPL staff member.

Your signature indicates that you understand and agree to comply with all BPL policies and meet BPL customer service expectations. In addition, your signature indicates that you understand there is no compensation for Friends or volunteer service at Brooklyn Public Library. BPL reserves the right to discontinue your membership in the Friends program at any time for any reason.

---

Print Name

---

Signature

---

Date

---

Email