

**Title:** Volunteer Code of Conduct and Discipline Policy

**Effective Date:** October 3, 2023

**Date of Review:** March 3, 2026

**Revision Outcome:** Revised

### **1.0 Purpose**

As representatives of the City of Virginia Beach and the Virginia Beach Public Library, it is important that all volunteers adhere to professional standards and maintain satisfactory work performance as outlined in this policy.

### **2.0 Acronyms**

COVB – City of Virginia Beach

VBPL – Virginia Beach Public Library

### **3.0 Code of Conduct**

Volunteers shall maintain professional standards and practices, as follows:

- Uphold COVB and VBPL Mission and Values
- Adhere to the COVB Code of Ethics
- Adhere to COVB and VBPL policies and procedures
- Be courteous, friendly, and supportive
- Maintain the confidentiality of customer and library information
- Be respectful of library property
- Refrain from using electronic devices while volunteering, unless permitted by staff
- Do not bring family members, friends, or others to library events during a volunteer shift, unless permitted by staff
- During volunteer meetings:
  - Moderate levels of noise are acceptable and should not disturb others
  - Allow for an atmosphere where everyone can actively participate and concentrate
  - Return meeting spaces to the condition they were found, unless otherwise instructed
  - Regular meeting attendance, punctuality and participation are important

### **4.0 Discipline Policy**

Our goal is to develop and maintain long-term and successful volunteers and allow all volunteers the ability to successfully carry out their assignments without

unwanted distractions or safety concerns. While our volunteers are unpaid positions, volunteers are treated as staff on many levels and therefore are not exempt from actions and offenses that would fall under this policy.

The following are examples of volunteer behavior or volunteer performance failing which could result in discipline. This list is not all-inclusive and may be further defined by department policy:

- Absence without leave (AWOL)
- Failure to adhere to policies and procedures
- Failure to wear a volunteer identification card (badge) when on City business or in a City building
- Recurring tardiness or frequently calling off when scheduled for volunteer shifts
- Refusal to comply with instructions of a supervisor
- Theft
- Unprofessional behavior towards staff, volunteers, and members of the community, including:
  - Behaviors that disrupt a meeting, program, or activity
  - Offensive, abusive, threatening, coercive, profane, or discourteous language

## 5.0 Disciplinary Actions

The following represents the forms of disciplinary action:

- 1st Infraction – Verbal warning
- 2nd Infraction – Written reprimand, temporary suspension of volunteer duties, and a mandatory meeting with a supervisor
  - Refusal to comply will result in termination
- 3rd Infraction – Termination

In cases where volunteer conduct is sufficiently egregious, serious discipline, up to and including termination, may be imposed even for the first offense.

Approved by:



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Kimberly Knight,  
Director of Libraries