



Section of Policy Manual: Personnel	Policy No. : PER-04
Subject: Volunteer Program	Policy Approval Date: April 12, 2018
Year of next review: April 2023	Last Review/Revision Date:

1. SCOPE

- A. Volunteers are utilized by the library to enrich and enhance library programs and services, or to free skilled paid library staff for other duties. Volunteers do not substitute for or replace paid employees.
- B. The policies apply to all volunteers in all programs, including activities that take place outside the library.

2. RESPONSIBILITIES - LIBRARY

The Chief Executive Officer/Chief Librarian or Volunteer Coordinator oversees and coordinates the volunteer program by:

- A. Planning for effective volunteer utilization
- B. Assisting staff in identifying productive and meaningful volunteer assignments
- C. Recruiting suitable volunteers
- D. Training staff to supervise volunteers effectively
- E. Managing corrective action of volunteers
- F. Tracking and evaluating the statistical data reflecting the contribution of volunteers to the library
- G. Officially recognizing volunteers for their contributions
- H. Maintaining liaisons with other volunteer-utilizing programs and organizations in the community
- I. Balancing the needs of the library with the interests of our volunteers

3. RESPONSIBILITIES - VOLUNTEERS

The Gravenhurst Public Library accepts the service of volunteers with the understanding that such service is at the sole discretion of the library. Volunteers should actively perform their duties to the best of their abilities, and remain loyal to the mission, policies and procedures of the library.



- A. Volunteers are responsible for maintaining the confidentiality of all privileged information to which they are exposed while serving as volunteers, whether this information involves staff, volunteers, users or other persons, or involves overall library business (Appendix A: Confidentiality Agreement). Failure to maintain confidentiality could result in immediate dismissal.
- B. Volunteers should understand that the library may at any time, for whatever reason, decide to end the volunteer relationship. As well, the volunteer may at any time, for whatever reason, decide to sever his or her relationship with the library. Notice of such a decision should be communicated as soon as possible to the volunteer's supervisor.
- C. When expecting to be absent from scheduled duty, the volunteer should inform a library staff member in advance so that a replacement may be found. Continual absenteeism will result in a review of the volunteer's placement.
- D. Volunteers must obtain approval from appropriate staff prior to taking any action or making any statement which might affect or obligate the library. These actions may include, but are not limited to, public statements to the media, lobbying efforts with other organizations, or any agreements involving contractual or other financial obligations.
- E. Volunteers are responsible for presenting a good public image, and must dress appropriately for the conditions and performance of their duties. Volunteers must wear their volunteer identification badge while performing their assignments.
- F. Volunteers may be required to submit timesheets and other information to the Volunteer Program Manager in a timely and accurate fashion. Capturing accurate statistics is important to maintaining the volunteer program.
- G. Volunteers must be covered by their own vehicle insurance where their assignment involves the use of a vehicle. Volunteers are responsible for their own parking tickets and fines incurred during volunteer assignments.
- H. Volunteers are required to acknowledge their understanding that they are fully responsible for the risks, dangers and hazards they assume by participating as a volunteer (Appendix B: Volunteer Release of Liability Agreement).



4. ELIGIBILITY FOR VOLUNTEERING

- A. The term "volunteer" refers to a person who performs services for the library without compensation or expectation of compensation (beyond reimbursement for pre-approved specified expenses) and, who performs a task at the direction of, and on behalf of, the library.
- B. The library also accepts community members as volunteers who are participating in student projects, corporate volunteer programs, and other volunteer referral programs.
- C. The service of paid staff members as volunteers is accepted provided that the volunteer service is:
 - a) initiated by the staff member
 - b) provided voluntarily
 - c) involves work that is outside the normal scope of duties and working hours for that staff member
- D. Family members of paid staff are allowed to volunteer with the library but will not be placed under the direct supervision of their family members who are employees.
- E. The minimum age requirement for volunteers is 14. For positions that require handling of money or supervision of children, volunteers must be at least 16 years of age.
- F. Opportunities for volunteer placements are identified by staff or board. The library accepts the service of any volunteer with the understanding that such service does not constitute an obstruction to or conflict with the provision of library services to users. A volunteer must be officially accepted and enrolled by the library prior to performance of the task. Volunteers agree that the library may make changes in the nature of the volunteer assignment.

5. VOLUNTEER ACTIVITIES

Volunteer assignments at the Gravenhurst Public Library balance the needs of the library with the interests and abilities of our volunteers.

- A. Opportunities for volunteers are proposed by staff to the Volunteer Coordinator.
- B. Written requests include a description of the volunteer assignment, duration of assignment and a proposed start date. All staff should understand that successful recruitment of volunteers is enhanced by creative and interesting jobs.



- C. Volunteers will not perform any task or duty for which a license or certification is required if the volunteer doesn't possess such license or certification.

Volunteer tasks may include but are not limited to:

- a) shelf reading and shelving
- b) organization of heavily used collections
- c) weeding newspapers and periodicals
- d) locating missing items
- e) customer service for used book sales
- f) special projects
- g) reading buddies
- h) preparation for children's programs (e.g. crafts)
- i) cleaning and dusting
- j) fill book display areas

6. RECRUITMENT & ASSIGNMENT

- A. Volunteers are recruited on a proactive basis with the intent of broadening and expanding the involvement of the community in their library.
- B. Applications to volunteer are also given appropriate consideration (Appendix C: Volunteer Application Form).
- C. Volunteers are interviewed to ascertain their suitability for, and interest in, an assignment prior to being assigned. The interview determines the qualifications of the volunteer and his/her commitment to fulfill the requirements of the assignment. The interview should also answer any questions that the volunteer has about the library and the assignment.
- D. A reference check may be made if appropriate for the volunteer assignment.
- E. Volunteers in certain assignments may be asked to submit a Vulnerable Sector police records check (Appendix D: Records Check Letter). Volunteers who do not agree to the background check may be refused placement.
- F. Volunteers perform their duties in the presence of at least one paid staff member. Each volunteer will have a specific staff member to whom he or she reports and who will be responsible for day-to-day support and direction.



7. Orientation and Ongoing Training

Volunteers receive training to provide them with the information, knowledge and skills necessary to perform their volunteer assignment, the operation of a program or service to which they are assigned.

- A. All volunteers will receive a general orientation on the nature, purpose and mission of the library and on the volunteer program. This will include introductions to staff members and a tour of the library.
- B. Volunteers are required to complete training mandated by legislation. Additional library training may be made available to volunteers such as attendance at conferences and workshops that are relevant to their volunteer assignment.
- C. Any changes in volunteer assignments may require additional training to ensure success before the volunteer begins.

8. DISMISSAL

Volunteers who do not adhere to the policies and procedures of the library or who fail to satisfactorily perform their assignments may be dismissed (Appendix E: Code of Conduct).

- A. While on Gravenhurst Public Library property and/or while performing volunteer activities on behalf of the library, volunteers are expected to maintain a professional level of behaviour. If the behaviour of the volunteer is deemed to drop below acceptable standards, the Volunteer Coordinator will give a warning to the volunteer to improve performance. If the volunteer's performance has not improved during a given time period, the volunteer will be dismissed from the program.
- B. Grounds for immediate dismissal include, but are not limited to:
 - a) insubordination
 - b) unwillingness or inability to support and further the mission of the library
 - c) theft of library property
 - d) illegal, violent or unsafe acts
 - e) abuse or mistreatment of library users or co-workers
 - f) smoking in unauthorized areas
 - g) being under the influence of alcohol
 - h) being under the influence of, possessing, selling or otherwise being involved with illegal drugs
 - i) behaviour that would be construed as harassment