

## POLICY 5.2.3

### BIBLIOTHÈQUE PUBLIQUE DU CANTON DE RUSSELL TOWNSHIP OF RUSSELL PUBLIC LIBRARY



Type of policy:	Operational policy
Title of policy:	<b>Volunteer Policy</b>
Policy number:	<b>5.2.3</b>
Approval date:	<b>June, 2016</b>
Dates of modifications:	
Date of next review:	<b>2021</b>

## STATEMENT OF PURPOSE

The Board values the important contribution volunteers make to the Library. Volunteers make the Library a better library not only by contributing their expertise, knowledge, and time but also by strengthening the Library's link to the community. Volunteers play an important role in the achievement of the Library's mission, vision and strategic objectives.

The Library will encourage, facilitate and support community volunteer participation and create interesting opportunities for residents who are looking for volunteer opportunities and wish to make a difference in their community.

The purpose of this Policy is to provide guidance and direction to management and staff and to define the roles and responsibilities for volunteers within the Library.

## 1. DEFINITIONS

In this policy, the following terms have the following meaning:

### “Project Leads”

The *Library* employee in charge of a program, project or activity. A *Project Lead* may be a Branch Head, the Head of Communications, Programs and Community Engagement, the Library CEO, or a designate. A *Project Lead* is a paid employee of the *Library*.

### “Student Volunteer” or “Co-Op Student Volunteer”

A student registered in an educational institution who is required to perform community service as a condition for the completion of a program.

### “Volunteer”

A *Volunteer* is a person who performs tasks for the *Library* without wages, benefits, or expectation of compensation (including travel expenses) of any kind. *Volunteers* include *Student Volunteers* and *Co-Op Student Volunteers*. A *Volunteer* is not an employee of the *Library*.

## 2. SCOPE

- 2.1 This policy applies to *Volunteers* in all programs and services authorized by and undertaken on behalf of the Library, with the exception of the trustees of the Township of Russell Public Library Board and members of the executive of the Friends of the Library, unless otherwise specified.
- 2.2 *Volunteers* are used by the Library to enrich and enhance library programs and services. *Volunteers* do not substitute for or replace paid employees, or engage in the work of paid employees.
- 2.3 This policy applies to all *Volunteers* in all programs and services including activities that take place outside the library.

## 3. GUIDELINES

- 3.1 There is no minimum age requirement to volunteer for the Library. However, candidates younger than 16 years of age require parent or guardian permission before becoming a volunteer.
- 3.2 Opportunities for volunteer placement are identified by the *Project Leads* who are responsible for selecting, interviewing, assigning tasks and dismissing *Volunteers*.
- 3.3 The Library maintains a database of *Volunteers*. The database includes the name and contact information of *Volunteers*, assignment tracking, as well as other relevant information. All information collected in the database is subject to the Library's Confidentiality and Privacy Policy.
- 3.4 *Project Leads* are responsible for introducing *Volunteers* to other Library employees, outlining relevant Library policies and procedures and making sure *Volunteers* complete any required documentation and mandatory training. When relevant, the *Project Lead* will also provide *Volunteers* with a tour of facilities and training for assigned tasks.
- 3.5 All candidates for volunteer opportunities must complete and sign a **Volunteer Application Form**. Candidates will be evaluated by a *Project Lead* to ascertain the suitability for, interest in and ability to undertake the volunteer position. Acceptance as a *Volunteer* is not automatic.
- 3.6 Police Record Checks may be required for *Volunteers* who work with vulnerable clients including children, youth, and seniors. Only *Volunteers* 18 years of age and older may work unsupervised with vulnerable clients.
- 3.7 Every effort will be made to match a *Volunteer's* ability or service offer with available volunteer opportunities. A volunteer arrangement may not be negotiated when the opportunity and ability cannot be matched.
- 3.8 *Volunteers* agree that the Library may make assignment changes or terminate the volunteer assignment at any time or for whatever reason. *Volunteers* may also request assignment changes or termination of their volunteer activities at any time or for whatever reason.
- 3.9 All *Volunteers* will be supervised by a paid Library employee during their assignments.
- 3.10 *Volunteers* will not perform any task or duty for which a license or certification is required if the *Volunteer* does not possess such license or certification.
- 3.11 From time to time, the Library may offer formal training, technical certification, or professional

development opportunities to *Volunteers* in the form of workshops, webinars, courses or conferences. Prior approval by the CEO is however necessary when there are costs involved for the Library.

- 3.12 The Library will ensure that liability insurance covers *Volunteers*.
- 3.13 The *Project Lead* must ensure that *Volunteers* are covered by their own vehicle insurance when their voluntary activity involves the use of a vehicle. *Volunteers* should inform their insurance company of their volunteer driving activity to ensure adequate insurance protection.
- 3.14 *Volunteers* are liable for their own parking tickets and/or fines related to driving offenses when they are involved in a voluntary activity for or on behalf of the Library.
- 3.15 *Volunteers* are subject to all Library policies and procedures.
- 3.16 *Volunteers* are responsible for maintaining the confidentiality of all proprietary or privileged information which they may be exposed to while serving as a *Volunteer*. All *Volunteers* must sign a **Confidentiality Statement**.
- 3.17 As representatives of the Library, *Volunteers* are responsible for presenting a good image to the community. *Volunteers* will dress appropriately for the conditions and performance of their duties. When required, *Volunteers* may wear official volunteer identification while engaged in Library business.
- 3.18 *Volunteers* should seek prior consultation and approval from the *Project Lead* or the Library CEO before 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 press, coalition or lobbying efforts with other organizations or any agreements involving contractual or other financial obligations.
- 3.19 Grounds for immediate dismissal of a Volunteer may include, but are not limited to:
  - a. gross misconduct or insubordination;
  - b. being under the influence of alcohol or drugs while performing volunteer assignment;
  - c. theft of property or misuse of Library funds, equipment or materials;
  - d. lies or falsification of records;
  - e. illegal, violent or unsafe acts;
  - f. abuse or mistreatment of library customers or co-workers;
  - g. failure to abide by Library policy or procedure;
  - h. failure to maintain confidentiality;
  - i. failure to meet physical or mental standards of performance;
  - j. unwillingness or inability to support and further the mission of the Library and/or the objectives of the service/program.
- 3.20 Upon request from the *Volunteer*, the Library may provide a letter confirming the *Volunteer's* contribution to the Library.
- 3.21 In the event of a job posting for a paid position within the Library, *Volunteers* who apply for the position must follow the application process and will be evaluated on the same basis as all other external candidates.

## **RELATED BOARD POLICIES**

AODA : Customer Services Policy  
Integrated Accessibility Standards Integration Policy  
Policy on Elections and Political Campaigns  
Customer Service Promise and Code of conduct  
Health and Safety Policy  
Working Alone Policy  
Workplace Violence Prevention Policy  
Workplace Harassment Policy  
Confidentiality and Privacy Policy  
Media Relations Policy  
Anti-Spam Compliance Policy