

<b>LIBRARY POLICY MANUAL</b>	<b>SECTION: 03 LIBRARY SERVICES</b>
	<b>SUBJECT: VOLUNTEER POLICY</b>

**Purpose:** To provide guidelines for the volunteer program at St. Thomas Public Library

**Introduction:** Volunteer assignments at St. Thomas public Library balance the needs of the library with the interest and abilities of our volunteers, and comply with the principles of the Collective Agreement. Volunteer duties are intended to enhance Library services, and not replace the work of a bargaining unit member. Every effort will be made to match volunteer ability to the opportunity available. However, the Library's overall mandate must always take precedence and opportunities for volunteer involvement may be limited.

**Guidelines:** Tasks that may be performed by volunteers must be mutually agreed to by Library Management and CUPE Local 841.2. Opportunities for volunteer placements are identified by, and must be approved by library management. Volunteers will be recruited based on their suitability to perform a task on behalf of the Library.

Volunteers perform their duties in the presence of at least one paid staff member. Each volunteer will be supervised by the Outreach and Community Development (OCD) Librarian, (or designate according to the Volunteer Position Description), who will be responsible for day-to-day support and direction.

Volunteers may be appointed if a member of their immediate family is already a paid staff member or Library Board trustee, only for assignments where the task is outside the library and under supervision of a non-family member.

Prior to being assigned to a volunteer position, all volunteers will be interviewed to ascertain their suitability for, interest in, and ability to understand the position. In placing a volunteer in a position, attention shall be paid to the interest and capabilities of the volunteer, and to the requirements of that volunteer position. The library reserves the right to show due diligence in determining the appropriateness of an assignment for any volunteer.

Police Record Checks (Vulnerable Sector Checks) will be required for volunteers who work with vulnerable clients – this includes

children, youth and seniors. The volunteer is responsible for paying the fee associated with a Police Record Check. Volunteers who do not agree to the background check may be refused placement.

Minimum age requirement for volunteers is 14 years old. Specific requirements of some volunteer positions may impose other age restrictions.

### **Volunteer Position Descriptions:**

Volunteers are given clear, complete, and current descriptions of the duties and responsibilities, qualifications and benefits, any training requirements, the time commitment needed for the assignment, and the name of the staff member to whom the volunteer reports.

The volunteer position descriptions are reviewed with the volunteer prior to beginning the assignment.

### **Tasks that may be performed by Volunteers:**

Volunteer tasks may include but are not limited to:

- Shelf reading and shelving
- Delivery of materials to shut-ins
- Delivery of materials to nursing homes and seniors residences
- Special projects
- Teen Advisory Board participation
- Preparation for children's programs (crafts), and program assistance
- Administrative functions including folding, preparing mail-outs, etc.
- Other tasks which may be mutually agreed to by Library management and CUPE Local 841.2 from time to time

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.

All volunteers operate under the supervision of the OCD Librarian, with functional guidance being provided by other staff members in the department where the volunteer performs his/her duties. Any questions, health and safety concerns, and reports of sickness or inability to work assigned volunteer shifts should be directed to the OCD Librarian.

### **Responsibilities of Volunteers:**

Volunteers are expected to respect library policies, participate in training, and be at their work location at the agreed-upon time or notify the supervisor in advance. Volunteers who do not adhere to the policies and procedures of the Library or who fail to satisfactorily

meet the expectations of the volunteer assignment are subject to dismissal.

Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information which they may be exposed to while serving as a volunteer. This includes respecting the privacy of all staff and customers. Failure to maintain confidentiality may result in immediate termination of the volunteer, and/or other corrective action.

Volunteers must be covered by their own vehicle insurance where their voluntary activity involves the use of a vehicle, and are liable for their own parking tickets and/or fines related to driving offences. Volunteers are advised to inform their insurance company of their volunteer driving activity to ensure adequate insurance protection.

As representatives of the Library, volunteers are responsible for presenting a good image in the community. Volunteers shall dress appropriately for the conditions and performance of their duties. Wherever possible, volunteers will wear their volunteer identification while engaged in Library business.

### **Orientation and**

**On-going training:** Within the first 3 months of becoming a volunteer, all volunteers are required to attend a general orientation sessions on the nature, purpose, and mission of the library, and on the volunteer program, and may be given a tour of the library.

Volunteers will receive training to provide them with information on:

- Knowledge and skills necessary to perform their volunteer assignment
- The operation of the program or service to which they are assigned
- The purpose and requirements of the assignment
- Hazards that may be encountered

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.

### **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.

While on St. Thomas 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 supervisor 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.

Grounds for immediate dismissal include, but are not limited to:

- Insubordination
- Unwillingness or inability to support and further the mission of the Library
- Theft of Library property
- Illegal, violent, or unsafe acts
- Abuse or mistreatments of library users, staff or fellow volunteers
- Smoking in unauthorized areas
- Being under the influence of alcohol
- Being under the influence of, possessing, selling or otherwise being involved with illegal drugs
- Behaviour that would be construed as harassment

**Protection of Privacy:**

All personal information is collected for internal purposes only. All information is collected under the authority of the Public Libraries Act 1984. Volunteer records will be kept in a secure location until the volunteer is no longer active. Files will be destroyed in a responsible manner.

**Volunteer Recognition:**

The St. Thomas Public Library Board and staff are indebted to the many contributions made by our volunteers. The Board appreciates the generosity involved in the giving of time and monetary gifts. In particular, the ongoing efforts of the “Friends of the Library” are an invaluable supplement to the general operation of the St. Thomas Public Library. To show our appreciation of their efforts, the library may host a recognition event for volunteers.

Board members and staff are encouraged to give personal acknowledgment and encouragement to volunteers when appropriate. However, no tokens, gifts, or compensation of any kind will be given to volunteers in return for their service. Our volunteers give of their time, talent, and energy for the betterment of the Library and do not require or expect reimbursement.

The St. Thomas Public Library Board, City Council and the community of St. Thomas hold in high regard those members of the community who volunteer to make our Library a welcoming and valued service.

<b>APPROVED:</b> MAY 20, 2015		<b>REFERENCE:</b> Board Meeting May 20, 2015
<b>EFFECTIVE DATE:</b> MAY 20, 2015	<b>SUPERCEDES DATE:</b> SEPTEMBER 18, 2013	<b>REVIEW DATE:</b> MAY 2019