

Policy: Volunteers - Volunteer

Department: Library

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Revision Date:

Next Year of Review: 2016

The volunteer program of the Bruce County Public Library creates opportunities for community members to actively contribute to the library's vision of excellence in library service. The library welcomes volunteers to participate in the operation of the library while performing a valuable service to the community, becoming more familiar with the library and supplementing the efforts of paid staff. The volunteer policies provide guidance and direction to management, staff, and volunteers.

Section 1: Scope

1. This policy applies to volunteers in all programs and services authorized by and undertaken on behalf of Bruce County Public Library, with the exception of the trustees of the Bruce County Public Library Board and its committees, and the volunteers and members of the Friends of the Library groups, unless otherwise specified.
2. Volunteers are used 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, or engage in the work of paid employees.
3. The policies apply to all volunteers in all programs, including activities that take place outside the library.
4. The library will ensure that liability insurance covers volunteers.

Section 2: Guidelines

1. A volunteer is a person who performs tasks for the Bruce County Public Library without wages, benefits, or expectation of compensation. Volunteers are not employees of the Library. The minimum age requirement for volunteers is 14 years of age.
2. Opportunities for volunteer placement are identified by the Library Board, CEO and employees.

3. The Branch Supervisor will be responsible for selecting, interviewing, assigning tasks and dismissing volunteers with approval from the CEO.
4. The screening and appointment process for volunteers at the Bruce County Public Library follows the guidelines specified by the Safe Steps Volunteer Screening process recommended by Volunteer Canada. Volunteers will be formally interviewed. All appointed volunteers will be required to complete an application form, provide two references, and provide a police records check (fee to be reimbursed by the Library). The Branch Supervisor will introduce volunteers to the Library employees and outline policies and procedures including the completion of required documentation. The Branch Supervisor will provide volunteers with facility tours, mandatory emergency/health and safety orientation. Assigned Library supervisors will provide training for the assigned tasks.
5. The interview will ascertain the suitability for, interest in and ability to undertake the volunteer position. Acceptance as a volunteer is not automatic.
6. Volunteer candidates who are unable to supply two reference checks will not be accepted. Individuals willing to provide a reference must also be willing to be identified as the source otherwise the reference will not be accepted.
7. Every effort will be made to match the volunteer's ability to the opportunity available. A volunteer arrangement will not be negotiated when the opportunity and ability cannot be matched. In the event that volunteer opportunities are oversubscribed, a successful candidate's name will be placed on file for six months.
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.
9. Each volunteer will be supervised by a specific paid employee.
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.
11. The Library will take steps to ensure that all volunteers have obtained liability coverage for their vehicle. Volunteers must be covered by their own vehicle insurance where their voluntary activity involves the use of a vehicle. Volunteers are liable for their own parking tickets and/or fines related to driving offenses. Volunteers are advised to inform their own insurance company of their volunteer driving activity to ensure adequate insurance protection.
12. Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information which they may be exposed to while serving as a volunteer. Volunteers sign a confidentiality statement as a condition of participation in the

volunteer program. Failure to maintain confidentiality may result in immediate termination of the volunteer and/or corrective action.

13. 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. Wherever possible, volunteers will wear their volunteer identification while engaged in Library business. Volunteers should seek prior consultation and approval from the Branch Supervisor or the CEO prior to any action or statement which might affect or obligate Bruce County Public 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.

14. Grounds for immediate dismissal 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 meet physical or mental standards of performance;
- i) unwillingness or inability to support and further the mission of the Library and/or the objectives of the program.

16. All personal information is collected for internal purposes only. All information is collected under the authority of the Public Libraries Act 1984.

17. In the event of a union-initiated work stoppage or legal strike, volunteers will not cross the picket line.

18. Upon request from the volunteer, the Library will provide a letter confirming the volunteer's contribution to the Library.

19. 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.

Section 3: Types of Volunteer Opportunities

- a) Shelf reading
- b) Delivery of material to shut-ins
- c) Special projects
- d) Administrative functions including photocopying, folding, mailings, crafts etc.
- e) Care of library plants
- f) Program assistance