

Policy: Volunteers - Volunteer Program

Department: Library

Effective Date: March 2018

Revision Date:

Next Year of Review: 2022

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 complementing 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 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.
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: Responsibility

The Assistant Director oversees and coordinates the volunteer program by:

- Planning for effective volunteer utilization
- Assisting staff in identifying productive and meaningful volunteer assignments
- Training staff to supervise volunteers effectively
- Tracking and evaluating the statistical data reflecting the contribution of volunteers to the library
- Officially recognizing volunteers for their contributions
- Maintaining liaisons with other volunteer-utilizing programs and organizations in the community

The Branch Supervisor is responsible for:

- Screening, appointing, assigning tasks, and dismissing volunteers with approval from the Assistant Director or CEO. 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).
- Introducing volunteers to the branch employees.
- Outlining policies and procedures including the completion of required documentation.
- Providing volunteers with facility tours, mandatory emergency/health and safety orientation.
- Providing training for the assigned tasks.

Volunteer records shall be accorded the same confidentiality as paid employee personnel records.

Section 3: Eligibility for Volunteering

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.

The library also accepts community members as volunteers who are participating in student projects, corporate volunteer programs, and other volunteer referral programs.

The service of paid staff members as volunteers is accepted provided that the volunteer service is:

- initiated by the staff member
- provided voluntarily
- involves work that is outside the normal scope of duties and working hours for that staff member

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.

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.

Opportunities for volunteer placements are identified by staff. 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 screened, accepted, and enrolled by the library prior to performance of the task. Volunteers agree that the library may at any time decide to terminate the volunteer's relationship with the library, or to make changes in the nature of the volunteer assignment.

Section 4: Dismissal

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

- Gross misconduct or insubordination;
- being under the influence of alcohol or drugs while performing volunteer assignment;
- theft of property or misuse of Library funds, equipment or materials;
- lies or falsification of records;

- illegal, violent or unsafe acts;
- abuse or mistreatment of library customers or co-workers;
- failure to abide by Library policy or procedure;
- failure to meet physical or mental standards of performance;
- Unwillingness or inability to support and further the mission of the Library and/or the objectives of the program.

Related Documents

Bruce County Public Library - Responsibility of Volunteers

Bruce County Public Library - Volunteers Recruitment and Assignment