

Volunteer Policy



Type of Policy	Operational
Policy	OP-03

Purpose:

The Callander Public Library (CPL) supports community volunteer participation in our organization. Volunteers help make the CPL a better library by supplementing the efforts of paid staff with their expertise, knowledge, time, and strengthening the link to the community we serve.

1. Scope:

- a) Volunteers perform tasks within, or on behalf of, the CPL without wages, benefits or the expectation of compensation. Volunteers are not employees nor do they replace paid staff.
- b) Volunteer opportunities may take place outside of the library.
- c) Board members and committee members are volunteers, however they are considered under other policies.
- d) The service of paid staff members as volunteers is accepted, provided the volunteer service is initiated by the staff member and involves work that is outside the normal scope of duties.
- e) Family members of paid staff can volunteer with the library, but will not be placed under the direct supervision of their family members who are employees whenever possible.
- f) Volunteers must be 14 years of age or older.

2. Roles and Responsibilities:

- a) The Chief Executive Officer (CEO), or designate, is responsible for:
 - i) Oversight and coordination of the CPL volunteer program
 - ii) Identifying productive and meaningful volunteer assignments
 - iii) The recruiting, evaluating, and managing corrective actions of volunteers
 - iv) The training staff to supervise volunteers effectively
 - v) Ensuring compliance with the Occupational Health & Safety Act, Workplace Violence and Harassment Bill, and Accessibility for Ontarians with Disabilities Act
 - vi) Ensuring that liability insurance covers volunteers
 - vii) Maintaining and ensuring volunteer personnel records are accorded the same confidentiality as paid staff personnel records
 - viii) Collecting and tracking statistics relating to volunteer programs
 - ix) Recognizing volunteer contributions
 - x) Terminating volunteer positions
 - xi) Maintaining liaisons with other volunteer-utilizing programs and organizations in the community
- b) Volunteers:

Volunteer Policy



Type of Policy	Operational
Policy	OP-03

- i) Must complete required mandatory training with respect to Occupational Health & Safety Act, WHIMIS, and Accessibility for Ontarians with Disabilities Act.
- ii) Abide by applicable CPL policies and Code of Conduct (in progress).
- iii) Must maintain the confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer. Confidential information may involve library staff, volunteers, patrons, other persons, or the overall business of the CPL. Failure to maintain confidentiality may result in corrective action or immediate termination of volunteer duties.
- iv) Will report to a specific staff member
- v) Will be given a written description of the volunteer position
- vi) Must complete an application form
- vii) All volunteers over the age of 18 must provide a vulnerable sector check, when requested by the CEO. The cost of the vulnerable sector check may be compensated at the discretion of the CPL.
- viii) Will represent the CPL appropriately for the conditions and performance of their duties. Volunteers must present a courteous manner at all times. Volunteers will wear a volunteer identification badge while performing volunteer assignments.
- ix) Understand that the CPL 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 CEO.
- x) Obtain approval from the CEO 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.
- xi) Secure their own vehicle insurance where their assignment involves the use of a vehicle, proof of insurance and valid driver's license may be required
- xii) Take responsibility for any parking tickets and/or fines incurred during volunteer assignments.
- xiii) Complete and submit mileage tracking sheets as directed by CPL staff, when approved to receive compensation for such costs incurred to perform volunteer duties.
- xiv) When expecting to be absent from scheduled duty, the volunteer should inform his or her staff supervisor in advance so that a replacement may be found. Continual absenteeism will result in a review of the volunteer's placement.

Volunteer Policy



Type of Policy	Operational
Policy	OP-03

- xv) Volunteers under the age of 16 must have a parent/legal guardian's permission to volunteer at the CPL.

3. Volunteer Positions and Duties:

- a) Job descriptions will be created for each volunteer position and will include:
 - i) Duration of assignment and proposed start date
 - ii) Title
 - iii) Summary of assignment
 - iv) List of responsibilities
 - v) Qualifications and benefits
 - vi) Training requirements
 - vii) Time commitment
 - viii) Staff supervisor for the position
- b) Volunteers will not perform any task or duty for which a license or certification is required if the volunteer does not possess such a license or certification.
- c) Volunteer tasks may include, but are not limited to:
 - i) Shelf reading and shelving
 - ii) Delivery of materials to shut-ins
 - iii) Special projects
 - iv) Care of library plants and gardens
 - v) Reading buddies
 - vi) Teen advisory committee
 - vii) Children's programs, including development, preparation, delivery and cleanup

4. Volunteer Recruitment, Assignment, Training and Dismissal:

- a) Recruitment:
 - i) Volunteers are recruited proactively, with the goal of broadening and expanding the involvement of the community at the CPL
 - ii) Applications are given appropriate consideration
 - iii) Volunteers will be interviewed to determine suitability
 - iv) Reference checks will be completed for all volunteers
 - v) Vulnerable sector checks may be required for any volunteers over the age of 18. This cost will be paid by the CPL.
- b) Assignment:

Volunteer Policy



Type of Policy	Operational
Policy	OP-03

- i) No volunteer will begin their assignment until they have been officially accepted for the position and have completed all necessary screening
- ii) All volunteers will be provided appropriate training including but not limited to:
 - Nature, purpose and mission of the CPL
 - CPL tour
 - Skills and knowledge necessary to perform their volunteer assignment
 - Operation of the program they are assigned
 - Hazards that may be encountered
 - AODA
 - Training mandated by legislation
 - Additional relevant training as appropriate
- iii) All volunteer placements begin with a 30 day probation period. At the end of the probationary period, a formal interview between the CEO or designated staff member and the volunteer will take place. The purpose of this interview is to evaluate the extent to which the objectives of the library and the volunteer are being satisfied.
- iv) The CPL strives to meet volunteer expectations and offer satisfactory experiences for both the CPL and the volunteer. However, it may be deemed necessary to explore options such as renegotiating terms of assignment, reassignment, and referral to another organization or placement termination.
- v) Volunteers reassigned to a new position must be interviewed for that position and receive all appropriate training before they begin.