



Approved: February 16, 2016

Policy Type: Operational

Last Review/Revision:

Policy Title: Volunteers

Year of Next Review: 2018

Intent

To create opportunities for community members to engage in the operation of the library while performing a service for both the library and the community at large. Volunteers supplement the efforts of paid staff. This policy provides guidance and direction for staff, management and volunteers.

The Renfrew Public Library is committed to diversity in all areas of work. We are committed to developing and maintaining a volunteer program in which differing ideas, abilities, backgrounds and needs are respected and fostered and where individuals with diverse backgrounds and experience are able to both participate in, and contribute to, the organization.

Definition

A volunteer is a person who performs tasks for the Renfrew Public Library without wages, benefits, or expectation of compensation, with the exception of members of the Renfrew Public Library Board of Trustees and its committees. Volunteers are not employees of the Library and do not substitute for or replace paid staff, but rather enhance and extend services.

Procedural Guidelines

1. The minimum age requirement for volunteers is 14.
2. Opportunities for volunteer placement may be identified by the Library Board, CEO or staff.
3. The CEO will be responsible for selecting, interviewing, assigning tasks and dismissing volunteers. Senior staff may also be given the responsibilities outlined above, but they must occur in discussion with the CEO. Volunteers will be recruited based on their suitability to perform a task on behalf of the Library.
4. The Renfrew Public Library follows the screening process and guidelines specified by the *Safe Steps Volunteer Screening Program* recommended by Volunteer Canada. Volunteers will be required to complete an application form, will be formally interviewed, provide two (2) references and provide a police records check. Individuals who refuse to comply will not be accepted as a volunteer.

Volunteers (Continued)

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. Every effort will be made to match the volunteer's ability to the opportunities available. In the event that the opportunity and ability cannot be matched, the successful candidate's name will be kept on file for 12 months and will be contacted should an opportunity arise.
7. Volunteers shall perform duties in the Library under the supervision of at least one paid staff member.
8. Volunteers agree that the Library may at any time, for whatever reason, make assignment changes or terminate the volunteer's relationship with the Library. Volunteers may also request assignment changes or terminate their volunteer activities at any time, for whatever reason.
9. In the event of a union-initiated work stoppage or legal strike, volunteers will not cross the picket line.
10. Volunteers are expected to adhere to Appendix B: *Volunteer Code of Conduct*. Failure to do so may result in corrective action or dismissal
11. Volunteers are not covered by the Employment Standards Act, 2000 and are not covered by the Workplace Safety and Insurance Act, 1997 (WSIA). The Library does have liability insurance.
12. Volunteers wishing to aid in home delivery or other Outreach Services 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 offenses. Volunteers are advised to inform their own insurance company of their volunteer driving activity to ensure adequate insurance protection. Proof of insurance must be provided and will be kept on file.
13. All personal information is collected for internal purposes only and will be kept in a secure location. All information is collected under the authority of the Public Libraries Act 1984.
14. Upon request from the volunteer, the Library will provide a letter confirming the volunteer's contribution to the Library.

Appendix A: *Application*

Appendix B: *Volunteer Code of Conduct*

Appendix C: *Letter of Agreement/Acknowledgement of Risk*

Appendix D: *Brochure: Taking the First Steps: Understanding volunteer screening*

Volunteers

Appendix A: Volunteer Application

Date: _____

Name: _____

Address: _____

Phone: Home _____ Cell _____

Email: _____

Emergency Contact

Name: _____ Relationship: _____

Phone: Home _____ Cell _____

If under 18 years of age:

Birth date: ____ / ____ / ____
Day Month Year

School: _____ Grade: _____

Name and Signature of Parent/Guardian consenting to applicant working as volunteer:

Skills and/or Experience:

Why are you interested in volunteering with the Renfrew Public Library?

Special talents or interests?

Volunteers (Continued)

Appendix A: Volunteer Application (Continued)

What type of volunteer opportunity are you interested in (please check all that apply)?

Helping with Landscaping		Shelf Reading and Shelving Materials		Homebound delivery services	
Run a Program		Special projects		Tech Help Program	
Other Ideas (List below)		Program assistance		Administrative help including photocopying, folding, cutting, craft help, etc.	

Please the times you are available:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Morning						
Afternoon						
Evening						

References:

1. Name: _____ Relationship: _____

Phone: _____

2. Name: _____ Relationship: _____

Phone: _____

Please acknowledge the following:

- Volunteering is like having a job. We count on you to be here at the agreed upon time. The time will be determined during the interview.
- All volunteers will complete an orientation and training session, including AODA training.
- Confidentiality Agreement: I will respect the privacy and confidentiality of all information to which I am exposed while working as a volunteer for the Renfrew Public Library. I promise to keep confidential the private information of people in and using the library, including material from and about patrons and matters regarding fellow volunteers and staff members.

Applicant's Signature

Date

Volunteers (Continued)

Appendix A: Volunteer Application (Continued)

FOR LIBRARY USE ONLY	
Interview:	
Placement:	
Training:	
Start Date:	
Received Code of Conduct	

Volunteers

Appendix B: Volunteer Code of Conduct

The following guidelines and procedures outline the essential expectations of all volunteers. Failure to comply may result in dismissal.

1. Interaction with Library Users

Library user requests are always handled by paid Library Staff due to liability issues and because of regular changes which occur in our operations and procedures. Volunteers must refer all user questions, other than directional (i.e. Where is the washroom?) to Library Staff.

2. Privacy of Library User Records

Upon accepting and signing the volunteer contract, volunteers agree that they will not share any user or Library knowledge that they have gained through volunteer duties at the Library.

3. Dress Code and Identification

Volunteers are expected to have a clean and neat appearance while assisting the Library. Please dress comfortably but appropriately for your assigned task. Please ensure that you always wear a volunteer badge which you can obtain and return at the circulation desk.

4. Record of Volunteer Hours

During orientation, you will be shown the volunteer log binder. Please ensure that you record your volunteer activity every time you are at the Library in a volunteer capacity. The volunteer log is crucial for Library statistics and for future volunteer recognition.

5. Storage of Personal Belongings

The Library is not responsible for the loss or damage of personal effects. The library cannot assign personal lockers to volunteers. There is limited space in the Staff Workroom, but volunteers may store personal items while in the Library for their volunteer shift.

6. Supervision and Reporting

You will report to a designated employee at the Library. If you are unable to attend a regularly scheduled volunteer shift or event please inform your supervisor. Please direct all program/task related questions to your supervisor. General questions about volunteering, policies, etc. should be directed to the CEO.

7. Volunteer responsibilities: Perform tasks to the best of my ability; be punctual and conscientious; accept supervision from library staff; uphold the standards of the Library before the community at large.

8. The Library agrees to: assign suitable assignments with consideration for personal preference and skills; orient the volunteer to the facility, emergency procedures, AODA customer service, and health and safety requirements; provide training and supervision specific to assigned tasks; allow the volunteer to be heard regarding suggestions or concerns.

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Appendix C: Acknowledgement of Risk

ELEMENTS OF RISK

I acknowledge that my participation as a volunteer can involve certain elements of risk that could result in an injury. The risk of sustaining an injury can result from the nature of the activity itself, natural and manmade, climatic conditions, the actions of third parties and the participant's own physical condition and actions.

The risk of sustaining an injury while volunteering on behalf of Renfrew Public Library can result from the nature of the activity and can occur without any fault of the participant, or the Renfrew Public library, its employees, agents, council members, or the facility where the activity is taking place. By choosing to volunteer in this activity, you are accepting the risk that you may be injured.

The chance of an injury occurring can be reduced by carefully following instructions at all times while engaged in the activity.

In order to participate, I HEREBY AGREE to do so at my own risk and understand that I do not have access to Renfrew Public Library Health Benefits or WSIB.

If you choose to participate as a volunteer on behalf of the Renfrew Public Library you must understand that you bear the responsibility for any injury that might occur.

ACKNOWLEDGEMENT

WE HAVE READ THE ABOVE. WE UNDERSTAND THAT IN PARTICIPATING IN THE ACTIVITY DESCRIBED ABOVE, WE ARE ASSUMING THE RISKS ASSOCIATED WITH DOING SO.

Signature of Volunteer: _____ Date: _____

Signature of Parent/Guardian : _____ Date: _____

PERMISSION

I hereby give _____ (name of student) permission to volunteer with the programs, events and activities offered by the Renfrew Public Library.

Signature of Parent/Guardian : _____ Date: _____

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Appendix D: Brochure: Taking the First Steps: Understanding volunteer screening

