



SUBJECT: VOLUNTEER POLICY

Policy No: 2017-12

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PURPOSE

To provide guidelines for the operation of volunteer programmes at the Innisfil Public Library.

POLICY

General

The Library is committed to developing a strong community presence and to making use of other great minds and skills. Volunteers enhance the services offered by the Innisfil Public Library to the Community of Innisfil and strengthen the Library-Community bond.

Application

Staff and anyone wishing to volunteer at the Innisfil Public Library.

Definitions

***Volunteers** are people who perform specific duties for the Innisfil Public Library, without wages, benefits or expectation of compensation of any kind beyond reimbursement of approved expenses. Volunteers do not replace Staff; they assist Library employees and allow Staff to devote more time to those functions requiring in-depth training.*

Guidelines

Types of Volunteer Programmes:

The Library offers various opportunities for those wishing to volunteer.

- *Friends of the Library*;
- *In-House tasks (e.g. shelf-reading, etc.) and Homebound Service (e.g. drivers)*;
- *Community Service Volunteer Programme for Students* – High School students may earn the community service hours required for their diploma.
- *Creative Mentors* – Great minds in the community who are willing to share their skills and expertise, especially in the hacker/maker/digital media areas, may be recruited to assist with programming and/or training.

The Library does not support any court ordered community service volunteers.

General Requirements

- All potential volunteers, who are not yet in high school, must provide written parental consent to participate in any volunteer programme.
- Potential volunteers for the *Creative Mentoring Programme* under the age of 16 must provide written parental consent and a signed waiver.
- *Community Service Volunteers* must be enrolled in high school or as approved by Senior Management Staff. Student volunteers must commit to scheduled times and be reliable and mature in attitude. A form will be provided to the applicable school outlining the hours completed by the student.

Co-Ordination

The Chief Librarian/CEO or designate shall be responsible for coordinating any volunteer programme. Senior Management Staff or designate attached to the location where the volunteer will be working, shall be responsible for the scheduling and supervision of volunteers hired under the *Community Service* and *Creative Mentoring Programmes*.

A Library Staff Member will always be in the Library when any volunteer is on duty and will work in conjunction with any volunteers accepted into the *Community Service* or *Creative Mentoring Programmes*.

Recruiting of Volunteers

- Volunteers will be recruited from the Community through ‘word-of-mouth’ and job advertising.
- The process for volunteer engagement will be similar to that of hiring new employees.
 1. Potential volunteers must submit a resume.
 2. An interview will be conducted with short-listed candidates.
 3. References will be requested and checked.
 4. Adult volunteers must provide a police check.

Recruiting of Community Service Volunteers

Community Service Volunteers who complete volunteer hours as a school graduation requirement will be accepted as long as there are appropriate volunteer activities for engagement at that time.

- A completed form from the school must be provided;
- A *Community Service Application Form* must be completed;
- Confirmation of the completed hours will be provided to the school.

Orientation

Accepted volunteers will be provided with:

- An orientation package, including a job description and a facility tour;
- A letter outlining the terms of the volunteer contract including a confidentiality statement, which must be signed by the volunteer;
- Training for the duties which they will be performing and as required through current legislation, such as Accessibility and Health & Safety;

Accepted *Community Service* volunteers will be provided with:

- Training for the duties which they will be performing;
- Training as required through current legislation, such as Accessibility and Health & Safety;
- An orientation to the Branch in which they will be volunteering.

Conditions of Service

- Application forms will be retained by the Library subject to the current Records Management policy.
- Volunteers are expected to adhere to the Library's Code of Conduct, all Library policies and procedures and all legislative requirements governing Library operations, including but not limited to the current Municipal Freedom of Information and Protection of Privacy Act.
- Failure to adhere to the Library's Code of Conduct, all Library policies and procedures and all legislative requirements governing Library operations will lead to dismissal.

Evaluation/Feed-Back

There will always be a Staff Member on duty, to whom volunteers in any programme may report any concerns, problems, suggestions, etc.

- Occasionally, volunteers may be asked to fill out an evaluation form.
- A review of the volunteer's position will be conducted on a regular basis with a supervising Staff person.
- Volunteers who are unable to adequately perform assigned duties and/or are irregular in their attendance without notifying Library Staff will be removed from the programme.

Recognition

The invaluable assistance of volunteers will be recognized on an ongoing basis.

Related Policies

Police Check Policy

Programme Policy

Approved by the Innisfil Public Library Board, April 18, 2017
Motion Number: 2017.38

Supersedes Policy #2013-22, Approved December 9, 2013, Motion #2013.111; &
Policy #2010-03, Approved February 16, 2010, Motion #2010.18; &
Policy #2006-15, Approved May 8, 2006, Motion #2006.47; &
Policy #2001-22, Approved March 12, 2002, Motion #2002.17; &
Policy #2001-13, Approved May 8, 2000, Motion #2000.21; &
Policy #11, Approved November 13, 1991, Motion #91.66.