

Policy	Lake of Bays Public Libraries Board		
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Title: Volunteers	Supersedes: Volunteers 12/01/2002	Date reviewed:	

VOLUNTEERS APRIL 28TH 2014

1.0 Principle

1.1 The active participation of volunteers is integral to the achieving the mission and goals of the Lake of Bays Township Libraries. Volunteers contribute diverse skills, knowledge and valuable services to the Libraries. They create links within the community, increasing the communities' awareness of library services and enhancing the libraries' understanding of service needs. The Lake of Bays Township Libraries encourages the involvement of volunteers in all appropriate services and activities.

2. Purpose

2.1 The purpose of this volunteer policy is to provide conditions in the Lake of Bays Township Libraries that are beneficial to its volunteers, its users and the organization by:

- Encouraging volunteers to contribute their services to the library
- Offering opportunities that provide personal satisfaction for volunteers
- Ensuring that volunteer efforts contribute to accomplishing the libraries' mandate
- Providing a safe environment for the libraries' users, staff and volunteers

3. Scope

3.1 A volunteer is a person who performs tasks for the Lake of Bays Township Public Libraries without wages, benefits, or expectation of compensation.

3.2 There are four (4) categories of volunteer positions in the Lake of Bays Township Public Libraries; Board members, Friends of the Library, "library volunteers" and occasional programming volunteers. Board members are appointed by the Lake of Bays Township Council to govern the Libraries. The Friends of the Lake of Bays Township Public Libraries are independent organizations established to raise funds for the libraries. "Library volunteers" provide library administrative support or library services to the public. This policy applies to the "library volunteer" positions.

In addition, on a regular basis, volunteers provide programming or other incidental services. Notwithstanding the definition in 3.1 above these occasional programming volunteers may receive financial remuneration. These volunteers are addressed in Section 6.4

3.3 Library volunteers that contributed their services before the original approval of this policy in 2002 have already undergone a selection process and are known to the Librarians. As a result, these volunteers are exempt from some of the qualifications, selection and related provisions of this policy. In particular, they are exempt from Section 5.4, 5.7, 5.8, 6.1, 6.2.

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4.0 Role of volunteers

- 4.1 Volunteers enhance and extend library services but do not replace paid staff and are not considered employees of the Library.
- 4.2 Opportunities for volunteer positions are determined by the Branch Librarians or the C.E.O.
- 4.3 Volunteer positions must support the Libraries' mandate and contribute to the Board's goals. The number and type of volunteer positions may be limited by the Libraries' ability to select, train supervise and manage volunteers. These factors take precedence over creating opportunities for volunteer involvement.
- 4.4 Volunteers will not replace staff at any time. Volunteers will work with regular staff at all times.

5.0 Qualifications

- 5.1 Volunteers must be members of the library with the exception of those incidental volunteers who provide occasional programmes or services.
- 5.2 The minimum age requirement for volunteers is 14.
- 5.3 Other than age, the only acceptable qualification for volunteer recruitment is the candidate's ability to perform the duties of the available position and their ability and willingness to agree and abide by the policies and direction of Lake of Bays Township Public Libraries.
- 5.4 Volunteers may not be appointed if a member of their immediate family is already a paid staff member or Library Board member. If the Librarians judge that the task to be performed, the duration of the assignment and the desired outcome warrant accepting the volunteer and if provision is made to avoid potential favoritism, conflict or undue influence then the Branch Librarian may occasionally override this condition of occasional family involvement.
- 5.5 The Library accepts as volunteers, in addition to general community members:
- Students participating in community service activities as an educational requirement
 - Individuals participating in work programs provided by community health and social service agencies
 - Students requiring internships or cooperative placements
 - Individuals referred by other volunteer programs
- 5.6 For the volunteers included in section 5.5, an agreement must be in effect with the organization, school or program from which the volunteers originate and it must identify expectations, evaluation, special needs and responsibility for management of volunteers.
- 5.7 Individuals will not be accepted as volunteers if they have a criminal record.

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5.8 Acceptance or rejection of an application for a position with the Libraries will be based on the requirements of the position and on the interests and capabilities of the volunteer. The Library reserves the right to determine the appropriateness of an assignment for any volunteer.

6.0 Selection

6.1 Application forms

Individuals who wish to volunteer must complete a simplified application form.

6.2 Interviews

Prior to being assigned to a volunteer position, all volunteers will be interviewed to ascertain their suitability for, interest in, and ability to undertake the position.

6.3 Police records checks

Police records checks will be required for all volunteers. Police records check will be required to be renewed every 5 years. The volunteer will review the file each year and sign off. The Board will pay for police records checks if required.

6.4 Occasional programming volunteers

All occasional programming volunteers are required to have a police check current within the last 5 years. They are not governed by other provisions of this policy except for 7.1, 7.2, 7.3, 8.1 (b,d,g) and 8.2e

7.0 Insurance

7.1 Volunteers must be covered by their own personal liability and vehicle insurance where their voluntary activity involves the use of a vehicle.

7.2 Volunteers are liable for their own parking tickets and/or fines related to driving offenses.

7.3 Volunteers will be required to sign an indemnification waiver as prescribed by the Township of Lake of Bays.

8.0 Responsibilities

8.1 The Libraries are responsible to the volunteer for:

- a) An appropriate match based on organizational needs and volunteer qualifications
- b) An orientation to the goals, staff and users of the Lake of Bays Township Public Libraries
- c) An opportunity to provide suggestions and feedback to the organization.
- d) Diligent supervision from an staff member who gives fair, regular feedback on performance and serious consideration to volunteer suggestions
- e) Recognition for the volunteer's contribution and a job well done
- f) Treatment as a valuable member of the Lake of Bays Township Public Libraries team

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- g) A commitment not to ask individual volunteers to contribute more than two, four hour shifts in any given week in order to:
 - Prevent undue reliance or dependence on any one individual
 - Prevent “volunteer fatigue”
 - Give all potential volunteers and qualified volunteers an opportunity to participate in library work
- h) At the request of the volunteer, a letter confirming the volunteer’s contribution if the volunteer worked for the library in the past two years
- i) Access to any files that the library may have compiled about the volunteer.

8.2 Volunteers are responsible to the Lake of Bays Township Public Libraries Board and to the library staff for:

- a) Carrying out assigned duties in a dependable, reliable, punctual and safe manner
- b) Working within the boundaries specified by supervisor or staff
- c) Abiding by all the Lake of Bays Township Public Libraries’ rules, policies and procedures, including record-keeping, reporting requirements and discipline/dismissal processes
- d) Maintaining contact with and accepting direction from the Librarian or supervising staff member
- e) Participating in training, meetings and evaluation as requested. Expenses will be paid for required travel
- f) Reporting immediately any issues, concerns, problems, unusual situations or incidents that may put the public, staff or other volunteers at risk
- g) Notifying the Lake of Bays Township Public Libraries of any changes in the volunteer’s status or ability to effectively or to safely carry out the required duties, including any criminal charge or conviction
- h) Presenting a good image to the community by maintaining a pleasant, friendly, courteous manner, wearing appropriate dress and speaking positively about the library
- i) Working with library users, other volunteers, and library staff in a spirit of mutual understanding and respect
- j) Seeking approval from the Branch Librarians before taking action which might affect or obligate Lake of Bays Township Public Libraries - these actions may include public statements to the press or lobbying efforts with other organizations or any agreements involving contractual or other financial obligations
- k) Maintaining the confidentiality of people’s reading choices, membership data and personal information about library staff, board members and other volunteers which they may be exposed to while serving as a volunteer

9.0 Termination

9.1 Volunteers who do not adhere to the policies and procedures of the Library or who fail to satisfactorily meet expectations or volunteers who habitually behave inappropriately to patrons will be coached to avoid a recurrence and may be dismissed if the issue is not effectively addressed.

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- 9.2 Volunteers who do not maintain confidentiality must be dismissed.
- 9.3 The volunteer may at any time discontinue his\her placement with the Lake of Bays Township Public Libraries. The Libraries appreciate two weeks notice if the volunteer is leaving.

10.0 Volunteer records

- 10.1 Volunteer records may include the application form; police records checks (currently lodged with the Township CAO), records of warnings, and disciplinary action up to and including termination.
- 10.2 Volunteers may review their files.
- 10.3 All personal information is collected for internal purposes only and is kept confidential.
- 10.4 Files for individuals who are no longer volunteering for the library will be maintained for a minimum of two years, after which time the records will be destroyed.

Board Motion Number

Date of Review

Signature of the Chairperson