

Grimsby Public Library - Volunteer Policy

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Approval Date:

October 9, 2019

Effective Date:

October 9, 2019

Review Date:

October 2021

Notes:

Approved: October 12, 2011

Revisions:

- Revised October 9, 2013
- Revised October 14, 2015
- Revised October 11, 2017
- Revised October 9, 2019

Purpose

The purpose of this policy is to define the roles and responsibilities for volunteers within the Grimsby Public Library. It is the policy of the Grimsby Public Library to support community volunteer participation in our organization. Volunteers help make the Grimsby Public Library a better library not only by contributing their expertise, knowledge, and time but also by strengthening the link to the communities we serve.

The objective of this policy is to arrange volunteer participation under the direction and supervision of library staff in order to ensure the safety and security of clients, staff and volunteers.

Guidelines

Definitions

A **volunteer** is a person who performs assigned tasks for the Grimsby Public Library without wages, benefits, or compensation (including travel expenses) of any kind.

Volunteers do not replace paid Library staff, but enhance and extend their services, and are not considered as employees of the Grimsby Public Library.

Recruitment and Orientation

The CEO & Chief Librarian has the responsibility for the implementation of this policy. The on-site management of volunteers is the responsibility of the on-site library staff. Opportunities for volunteer placements are identified by the CEO & Chief Librarian, Library staff or Board. The Library accepts the service of all volunteers with the understanding that such service does not constitute an obstruction to or conflict with the provision of library services to customers or others. Services may be staffed by volunteers only when such an arrangement will enhance the quality of library service.

- Volunteers will be recruited based on the suitability to perform a task on behalf of the Library. All volunteers will be given an orientation as appropriate and relevant to the policies, procedures, roles, responsibilities and expectations for volunteers.
- All volunteers are required to complete an application form prior to being assigned to a volunteer position. Potential volunteers may be interviewed to ascertain their suitability, interest and ability to undertake the position. In placing a volunteer in a position, attention shall be paid to the interests and capabilities of the volunteer, and to the requirements of that volunteer position.
- The Library reserves the right to show due diligence in determining the appropriateness of an assignment for any volunteer. Additional documentation may be required by the Library. All volunteers over 18 years of age, dependant on their volunteer role and at the discretion of the CEO & Chief Librarian, may be required to provide a satisfactory Police Records Check or Vulnerable Sector Check from the Niagara Regional Police. The Library will provide the Volunteer candidate with a letter noting that the specific Police Check is a requirement of the volunteer role. Upon receipt of a successful Records or Vulnerable Sector Check, the Library will reimburse the Volunteer for the cost of obtaining the document.
- The minimum age requirement for volunteers is 12.
- Volunteers may not be appointed if a member of their immediate family is already a paid staff member or Library Board Member. The CEO & Chief Librarian may overlook this consideration in light of the task to be performed, the duration and the desired outcome.
- All personal information about volunteers is collected for internal purposes only in accordance with the Library's Privacy Policy.
- Volunteers are to receive a copy of the Volunteer Policy upon commencement of their assignment.
- All volunteers will be provided with the necessary training to perform their volunteer duties.

Volunteer Responsibilities

- Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information that they may be exposed to while serving as a volunteer whether this information involves single members of staff, volunteers, customers, or other persons, or involves the overall business of the Library. Failure to maintain confidentiality may result in immediate termination of volunteer duties and/or other corrective action. Volunteers do not speak on behalf of the library.
- Volunteers must be covered by their own vehicle insurance where their voluntary activity involves the use of a vehicle. Volunteers are responsible for all costs associated with the use of their vehicle and are liable for their own parking tickets and/or fines related to driving offenses.
- Volunteers agree that the Library may at any time, for whatever reason, decide to terminate the volunteer's relationship with the Library, or to make changes in the nature of their volunteer assignment.
- When expecting to be absent from a scheduled volunteer duty, the volunteer should inform their staff supervisor in advance so a replacement can be found. Continual absenteeism will result in a review of the volunteer's placement.
- Volunteers are responsible for presenting a good public image, and must dress appropriately for the conditions and performance of their duties.
- Volunteers are representatives of the library and will abide by all library policies.
- The Library will, upon request from the volunteer, provide a letter of reference to the volunteer when appropriate.

Volunteer Termination

The Grimsby Public Library Board reserves the right to at any time and for any reason to terminate a volunteer's relationship with the Library or make changes to the nature of the volunteer assignment.

Contravention of Policy

The Grimsby Public Library Board reserves the right to remove any Library users Library privileges if the user contravenes any of the Grimsby Public Library Board's policies.

Related Policies

- Code of Conduct
- Grimsby Author Series Policy