



Policy Type: **Operational**

Policy Number: OP-10

Policy Title: **Volunteers**

Initial Policy Approval Date:

Last Review/Revision

March 2023

Signature:

Date:

Year of Next Review:

Volunteer Policy

Section 1 Purpose :

The purpose of this policy is to define the roles and responsibilities for volunteers within the Marathon Public Library. It is the policy of the Marathon Public Library to support community volunteer participation in our organization.

Section 2 Objective:

1. The objective of this policy is to effectively arrange volunteer participation under the direction and supervision of library staff in order to ensure the safety and security of clients, staff and volunteers.
2. To work in cooperation with recognized community organizations involved in recruiting, screening and placing volunteers.

Section 3 Implementation and Scope :

1. Positions to be filled by volunteers will be identified by library staff. Services may be staffed by volunteers only when such an arrangement will enhance the quality of library service.
2. Volunteers enhance and support organizational activities at the request of and under the supervision of staff.
3. All volunteers are required to complete an application form and criminal record check process.
4. All volunteers will be given an orientation as appropriate and relevant to the policies, procedures, role, responsibilities and expectations for volunteers.
5. This policy applies to volunteers in all programs, including activities that take place outside the library.

Section 4: Responsibility for the program

1. The Chief Executive Officer oversees and coordinates the volunteer program by:
 - a) planning for effective volunteer utilization
 - b) assisting staff in identifying productive and meaningful volunteer assignments
 - c) recruiting suitable volunteers
 - d) training staff to supervise volunteers effectively
 - e) managing corrective action of volunteers
 - f) tracking and evaluating the statistical data reflecting the contribution of volunteers to the library

- g) officially recognizing volunteers for their contributions
 - h) maintaining liaisons with other volunteer-utilizing programs and organizations in the community
2. A system of records is maintained on each volunteer. Volunteer records shall be accorded the same confidentiality as paid staff personnel records.

Section 5: Volunteer Position Descriptions

1. Position descriptions are developed in consultation with staff before proceeding with recruitment.
2. Position descriptions include a title, a summary of the assignment, a list of responsibilities, qualifications and benefits, any training requirement, the time commitment needed for the assignment, and the name of the supervisor to whom the volunteer reports.
3. The library's volunteer position descriptions are reviewed and updated at least every three years or whenever a position substantially changes.

Section 6: Eligibility for Volunteering

1. The term "volunteer" refers to a person who performs services for the library without compensation or expectation of compensation (beyond reimbursement for pre-approved specified expenses) and, who performs a task at the direction of, and on behalf of, the library.
2. The minimum age requirement for volunteers is 14. For positions that require handling of money or supervision of children, volunteers must be at least 16 years of age.

Section 7: Recruitment & Assignment

1. Volunteers are recruited on a proactive basis with the intent of broadening and expanding the involvement of the community in their library.
2. Applications to volunteer are accepted at any time.
3. Volunteers are interviewed to ascertain their suitability for, and interest in, an assignment prior to being assigned. The interview determines the qualifications of the volunteer and his/her commitment to fulfill the requirements of the assignment. The interview should also answer any questions that the volunteer has about the library and the assignment.
4. A reference check is required for volunteers over the age of 18
5. Volunteers who do not agree to the background check may be refused placement.
6. No volunteer will begin their assignment until they have been officially accepted for that position and have completed all necessary screening and training as determined by the CEO. At the time of final acceptance, each volunteer must have submitted a volunteer application and received a copy of his/her volunteer position description.
7. Volunteers perform their duties in the presence of at least one paid staff member. Each volunteer will have a specific staff member to whom he or she reports and who will be responsible for day-to-day support and direction.
8. All volunteer placements begin with a 30-day probation period. During this time, library staff will support the volunteer with periodic informal check-ins. As well, it is the responsibility of the volunteer to inform the CEO of any issues of concern.

9. Volunteers will not perform any task or duty for which a license or certification is required if the volunteer does not possess such license or certification.

Section 8: Orientation and Ongoing Training

1. Within the first three (3) months of becoming a volunteer, all volunteers are required to attend a general orientation session on the nature, purpose, and mission of the library and on the volunteer program; and, will be given a tour of the library.
2. Volunteers receive training to provide them with information on:
 - a) knowledge and skills necessary to perform their volunteer assignment
 - b) the operation of the program or service to which they are assigned
 - c) the purpose and requirements of the assignment
 - d) hazards that may be encountered
3. Volunteers are required to complete training mandated by legislation. Additional library training may be made available to volunteers such as workshops that are relevant to their volunteer assignment.

Section 9: Responsibilities of Volunteers

1. Volunteers should actively perform their duties to the best of their abilities, and remain loyal to the mission, policies and procedures of the library.
2. Volunteers are responsible for maintaining the confidentiality of all privileged information to which they are exposed while serving as volunteers, whether this information involves staff, volunteers, users or other persons, or involves overall library business. Failure to maintain confidentiality could result in immediate dismissal.
3. Volunteers should understand that the library 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 volunteer's supervisor.
4. 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.
5. Volunteers must obtain approval from appropriate staff 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.
6. Volunteers must be covered by their own vehicle insurance where their assignment involves the use of a vehicle. Volunteers are responsible for their own parking tickets and fines incurred during volunteer assignments.

Section 10: Dismissal

1. Volunteers who do not adhere to the policies and procedures of the library or who fail to satisfactorily perform their assignments may be dismissed.
2. While on Marathon Public Library property and/or while performing volunteer activities on behalf of the library, volunteers are expected to maintain a professional level of behaviour. If the

behaviour of the volunteer is deemed to drop below acceptable standards, the CEO will give a warning to the volunteer to improve performance. If the volunteer's performance has not improved during a given time period, the volunteer will be dismissed from the program.

3. Grounds for immediate dismissal include, but are not limited to:
 - a) insubordination
 - b) unwillingness or inability to support and further the mission of the library
 - c) theft of library property
 - d) illegal, violent or unsafe acts
 - e) abuse or mistreatment of library users or co-workers
 - f) smoking in unauthorized areas
 - g) being under the influence of alcohol
 - h) being under the influence of, possessing, selling or otherwise being involved with illegal drugs
 - i) behaviour that would be construed as harassment



Volunteer Application Form

Personal Information

First Name:

Last Name:

Address:

Email:

Telephone:

Circle One: Youth (14-18 years old)

Adult

General Information:

Languages Spoken:

List Interests and Hobbies:

In order to ensure our volunteers are safe and able to perform specific tasks, please list and medical or physical conditions that may restrict your ability to perform certain tasks:

Emergency Contact

Name:

Phone:

Availability:

Please provide name and contact information for 2 references.

Do you agree to completing a Criminal Record check?

Note: This is not applicable to youth volunteers.