

Policy Type: Operational
Policy Title: Volunteer Policy

Policy Number: **VOL – 01**

Previous versions: Volunteer Policy

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VOL – 01 Volunteer Policy

Purpose:

This policy defines the roles and responsibilities of The Hanover Public Library (the library) and of volunteers, in order to minimize risk to the organization, staff, volunteers and patrons, ensuring that the work of volunteers effectively contributes to the library's service.

Definitions:

Volunteer(s) - a person who performs tasks for the Hanover Public Library without wages, benefits or expectation of compensation. Volunteers enhance and extend library services, under the direction of library staff, but do not replace paid staff.

Vulnerable person(s) - children under 18, senior citizens, people with physical, developmental, social, emotional, or other disabilities, as well as people who are victims of crime or harm, which may make them more vulnerable to abuse by a person in a position of trust or authority. (See volunteer responsibilities #3.)

Library Responsibilities:

The Chief Executive Officer oversees while the Branch Manager coordinates the volunteer program by:

1. Assisting staff in identifying productive and meaningful volunteer assignments.
2. Planning for effective volunteer utilization and striving to meet volunteer expectations offering a satisfactory volunteer experience for both parties.
3. Assessing and matching volunteer ability to the opportunities available. Volunteers will be interviewed and recruited based on their suitability to perform specific tasks. The library's overall mandate must always take precedence and opportunities for volunteer involvement may be limited.
4. Recognizing volunteers for their contributions.
5. Ensuring that volunteer information/records are kept confidential and secure.
6. Ensuring that Liability insurance covers volunteers.
7. Designating a specific staff member to whom each volunteer reports and who will be responsible for day-to-day support and direction.
8. Supervising an orientation to the library, covering library mission and relevant policies and procedures for each volunteer, and providing the necessary training including AODA customer service training for satisfactory volunteer performance.

9. Ensuring that volunteers meet our requirements and their responsibilities, and taking appropriate action if they are not met. The library reserves the right to terminate a volunteer's service at any time.
10. Providing a well-defined volunteer job description with appropriate training and supervision. To ensure this, the Library may choose to limit the number of volunteers working at a specific location at any time.
11. Providing a safe work environment and explaining safe operating procedures for assigned duties. The Library will provide the necessary equipment, tools and technology required for the volunteer position.

Volunteer Responsibilities:

1. Volunteers are required to apply by completing an application form which includes providing some personal background information and contact information.
2. Minimum age requirement for volunteers is 14 years. Volunteers under the age of 14 will require parental supervision. Specific requirements of some volunteer positions may impose other age restrictions.
3. Police Record Checks must be provided if volunteers aged 18 and older are working unsupervised with vulnerable sector clients.
4. Volunteers must familiarize themselves with the Occupational Health and Safety Act, the library's Health and Safety Plan, and report any hazards or incidents to the immediate supervisor.
5. Volunteers should actively perform their duties to the best of their abilities and remain loyal to the mission, policies and procedures of the library.
6. 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 or patrons, or library business. Volunteers are required to sign a confidentiality statement.
7. Volunteers must follow the Library Code of Conduct (OP-02), and the Workplace Violence and Harassment Policy (HR-004).
8. Volunteers are responsible for presenting a good public image to the community and act as a positive library representative. All library questions must be referred to library employees. Library volunteers must at all times maintain the dignity of the Library and the Town of Hanover.
9. Volunteers are responsible for their own vehicle insurance where their voluntary activity involves the use of a vehicle.
10. Volunteers must consult with staff and get approval prior to any action or statement that might obligate the Hanover Public Library. Library volunteers may not make changes to agreed upon terms of rental or occupancy or other contracted terms with partner organizations.
11. Volunteers should consult with staff if in doubt about the limits of their tasks or the nature of their relationship with any patron.

12. If volunteers are offered money or gifts for their services by patrons, they must decline.

Should a complaint arise against the library or staff member, volunteers are encouraged to file a complaint with the Branch Manager or CEO/Chief Librarian.

Volunteers shall agree to adhere to library policies. Failure to do so may result in dismissal.

Other Guidelines:

1. The service of paid staff members and of Library Board trustees as volunteers is accepted provided that the volunteer service is:
 - a) Initiated by the staff member or trustee
 - b) Provided voluntarily with no expectation of remuneration
 - c) Involves work that is outside the normal scope of duties and working hours for that staff member or trustee
2. Volunteer participation is a valued component of the operation of the Hanover Public Library. Volunteer tasks may include but are not limited to:
 - a) Delivery of materials to seniors residences and homebound people
 - b) Special projects, such as obituary indexing
 - c) Assisting with programs
 - d) Book sale and other fundraising activities
 - e) English as a Second Language service

For individuals referred by work programs, social services, internships or co-op an agreement must be in effect with the organization, school or program from which the volunteers originate and must identify responsibility for management and care of the volunteers.

3. In the event of an opening for a paid position within the Library, volunteers who apply for the position shall be treated and evaluated on the same basis as all other external applicants.

Dismissal of Volunteers

Volunteers agree that the Library may at any time, for whatever cause, terminate the volunteer's relationship with the Library.

Grounds for immediate dismissal include, but are not limited to:

- a) insubordination
- b) unwillingness or inability to support and further the mission, vision, and values of the library
- c) theft of library property
- d) illegal, violent or unsafe acts
- e) abuse or mistreatment of library users, staff, partners, or other volunteers
- f) smoking in unauthorized areas
- g) intoxication during assigned shifts

- h) being under the influence of, possessing, selling, or otherwise being involved with illegal drugs
- i) behaviour that would reasonably be construed as harassment

Volunteers may also request assignment changes or terminate their volunteer activities at any time, for whatever reason.

Volunteers who do not adhere to the policies and procedures of the library or who fail to satisfactorily perform their assignments may be dismissed. While volunteering with the library volunteers are expected to maintain a professional level of behaviour. The Branch Manager or CEO/Chief Librarian will discuss with a volunteer if their behaviour falls below acceptable standards, and should the performance continue, the volunteer will be dismissed from the program.

Related Documents:

Hanover Public Library. *OP-02 Code of Conduct*

Hanover Public Library. *HR-004 Workplace Violence and Harassment Statement Policy.*

Hanover Public Library. *JHS-002 Health and Safety Policy Statement*

Hanover Public Library. Volunteer Essential Training

Hanover Public Library. Volunteer Application Form