



## Volunteer Policy

Policy Number: 17-55

Policy Approval Date: June 12, 2017

Policy Review Date: June 2020

### Definitions

HPL | Library: Huntsville Public Library

**Volunteer:** A *volunteer* is a person who performs tasks for the Huntsville Public Library without wages, benefits, or expectation of compensation. Volunteers are not employees of the Library. Volunteers enhance and extend Library services and collections but they do not replace paid Library employees. The minimum age requirement is 14 years of age.

### Philosophy

The Volunteer Program of the Huntsville Public Library creates opportunities for individuals to actively participate as citizens of the community; serves as a method for area residents to become familiar with the Library; and supplements the efforts of paid library staff.

### Scope

This policy applies to volunteers in all programs and services authorized by and undertaken on behalf of the Huntsville Public Library, with the exception of the Trustees of the Huntsville Public Library Board and its committees,

### Policy

1. The HPL Volunteer Team includes the CEO/Chief Librarian, and the Coordinator of Outreach, Programs and Partnerships. They review volunteer opportunities identified by Senior Staff.
2. The Coordinator of Outreach, Programs and Partnerships oversees and coordinates the volunteer program. This includes:
  - Promotion of volunteer opportunities
  - Interviewing, orientation and training of volunteers: introduction to Library staff, a tour of the facility, a mandatory emergency/health & safety orientation, a review of job profiles, a review of the Library Code of Conduct, and training for assigned tasks.
  - The Youth Services Librarian may participate in the interviews for applicants 14 to 17 years of age.

- Dismissing volunteers will only be completed with the approval of the CEO/Chief Librarian.
3. A system of records is maintained for each volunteer. Volunteer records are accorded the same confidentiality as paid staff personnel records. The records include statistical data reflecting the contribution of volunteers in the Library. All information is collected under the authority of the Public Libraries Act, 1984.

Volunteer records are confidential and will be kept in a secure location. Volunteer records may include application forms, interview records, references, Police Record Checks, and records of warnings or disciplinary action. All requests for information about volunteers must be through the CEO/Chief Librarian. Inactive files will be maintained for a minimum of two years after which they will be destroyed in a responsible manner.

4. The Library accepts community members as volunteers, in particular:
  - 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.

In each case, 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.

5. The Human Resources Policy (Employment of Family Members) will apply to situations where volunteers are relatives of Library staff or Board members.
6. The screening process at the Huntsville Public Library follows the guidelines specified by the *Safe Steps Volunteer Screening* recommended by Volunteer Canada. These steps include risk management, clear job descriptions, application forms, formal interviews, orientation and training, supervision, and Police Records Checks when deemed necessary.
7. The interview will ascertain the suitability for, interest in and ability to undertake the volunteer position. Acceptance as a volunteer is not automatic. The Library reserves the right to show due diligence in determining the appropriateness of an assignment for any volunteer. The Library is under no obligation to accept, retain, or consider unsolicited general applications.

8. Volunteer participation is a valued component of the operation of the Huntsville Public Library. Every effort will be made to match volunteer ability to the opportunity available. However, the library's over-all mandate must always take precedence and opportunity for volunteer involvement may be restricted.
9. Huntsville Public Library is firmly committed to diversity in all areas of its work. We believe that we have much to learn and profit from diverse cultures and perspectives, and that diversity will make our volunteer program more effective in meeting the needs of all our stakeholders. We are committed to developing and maintaining a volunteer program in which differing ideas, abilities, backgrounds and needs are fostered and valued, and where those with diverse backgrounds and experiences are able to participate and contribute.
10. Police Record Checks (PRC) will be required for volunteers 18 years of age and older who work with vulnerable clients including children, youth, and seniors.
11. Volunteers are not covered by the Employment Standards Act, 200 and are not covered by the Workplace Safety & Insurance Act, 1997 (WSIA). The Library does have liability insurance.
12. All volunteers will complete tasks under the supervision of a Library staff member.
13. Volunteers are responsible for maintaining the confidentiality of all propriety or privileged information which they may be exposed to while serving as a volunteer. This includes respecting the privacy of all staff and users. Volunteers are required to sign a confidentiality statement as a condition of participation in the volunteer program. Failure to maintain confidentiality may result in immediate termination of the volunteer and/or corrective action.
14. As a representative of the Library, volunteers are responsible for presenting a good image to the community. Volunteers will dress appropriately for the conditions and performance of their duties. Whenever possible, volunteers will wear their volunteer identification while engaged in Library business.
15. Volunteers must be covered by their own vehicle insurance where their voluntary activity involved the use of a vehicle and are liable for their own parking tickets and/or fines related to driving offenses. Volunteers are advised to inform their insurance company of their volunteer driving activity to ensure adequate insurance protection.

16. Volunteers who do not adhere to the policies and procedures of the Library or who fail to satisfactorily meet the expectations of their volunteer assignment are subject to dismissal.

17. Grounds for immediate dismissal may include but are not limited to:

- Gross misconduct or insubordination;
- Being under the influence of alcohol or drugs while performing volunteer assignment;
- Theft of property or misuse of Library funds, equipment or materials;
- Lies or falsification of records;
- Illegal, violent or unsafe acts;
- Abuse or mistreatment of library users or co-workers;
- Failure to abide by library policy or procedure;
- Failure to meet physical or mental standards of performance;
- Unwillingness or inability to support and further the mission of the organization and/or the objectives of the program.

Upon request from the volunteer, the Library will provide a letter confirming the volunteer's contribution to the Library.

18. Huntsville Public Library has established a Volunteer Recognition Plan (Appendix B) to acknowledge and honour the valuable contributions of Library Volunteers.

## **Related Documents**

Appendix A – Volunteer Application Form

Appendix b – Volunteer Recognition Plan

Code of Conduct

Privacy Policy

Intellectual Freedom Policy

## **History**

Approved by the Board June 12, 2017 | Motion: 17-55

Superseded the policy approved October 14, 2014 | Motion: 14-78