



# Volunteer Policy

Board Approval: June 26, 2018

Revised:

Implemented: July 30, 2018

Replaces:

## 1.0 INTRODUCTION

The purpose of this policy is to outline the role of volunteers within Colchester-East Hants Public Library, type of volunteer duties, and standards for managing volunteers.

A volunteer is a person who performs services for the Library without wages, benefits or compensation of any kind. Volunteers contribute expertise, knowledge and time to the Library, and are a valuable resource to assist library staff in the enhancement of Library programs and services. The Library recognizes that volunteers strengthen connections to the communities the Library serves.

The Library is pleased to provide volunteer opportunities for members of the public to perform a valuable service for the community.

## 2.0 APPLICATION

This Policy applies to:

- Volunteers in library branches, outreach services, and headquarters;
- Library board members who wish to volunteer at the Library, in a capacity outside their board member duties, and under the supervision of library staff;
- Previous employees of CEH who wish to volunteer at the Library.

This Policy does not apply to:

- Guest speakers;
- Persons operating in the Library as part of a community partnership between the Library and an organization.

## 3.0 REQUIREMENTS / STANDARDS

### 3.1 Use of Volunteers

3.1.1 Volunteers will not be used to:

- sustain or extend library hours;
- serve the public at the circulation desk;
- provide information services to the public (reader's advisory, reference services);
- use the staff interface of the automated library system.

3.1.2 Volunteers will be used to help expand and enhance Library services and programs.

3.1.3 Library staff supervise volunteers and will be available at all times when volunteers are performing duties.

3.1.4 Volunteer opportunities are identified by the Library Chief Executive Officer, Management Team, and Branch Manager.

3.1.5 The Library may end the relationship with the volunteer, for whatever reason, at any time.

3.1.6 The volunteer may end the relationship with the Library, for whatever reason, at any time.

### 3.2 Types of Volunteer Duties

3.2.1 Volunteer duties must adhere to the standards set in section 3.1 of this policy.

3.2.2 Types of suitable volunteer duties include assisting library staff with:

- Shelving and shelf-reading of library materials;
- Planning and delivery of programs;
- Retrieving requested materials;
- General tidiness of the library (i.e. straightening furniture, putting away toys, etc);
- Indoor plant care;
- Decorating libraries for special events/holidays; and
- Special events

3.2.3 Other volunteer duties than those listed in section 3.2.2 of this policy may be approved by the Management Team.

### 3.3 Volunteer Screening

3.3.1 The following process will be followed to screen volunteer applicants:

- a) The volunteer applicant completes a **Volunteer Application Form** (see Appendix A of this Policy for the standard template).
- b) The Branch Manager/Department Head/CEO and the volunteer applicant meet to discuss the expectations and the volunteer opportunities that may apply.

- c) Two references will be required for volunteer applicants.
- d) Volunteer assignments will be offered on the condition of an acceptable Criminal Record Check, Vulnerable Sectors Check, and a Child Abuse Registry check. These checks must not be more than 12 months old when submitted.

3.3.2 Volunteers who are offered a placement are required to sign a **Volunteer Agreement** (See Appendix B of this policy for the standard template).

### **3.4 Youth Volunteers**

3.4.1 The minimum age for volunteers is 14 years old. Youth volunteers are defined as being between 14 years old and 17 years old.

3.4.2 Youth volunteers must have written consent of a parent or caregiver prior to volunteering.

### **3.5 Training and Supervision**

3.5.1 The Library reserves the right to limit the number of volunteer positions in order to ensure proper instruction and supervision.

3.5.2 All volunteer duties will be performed under the supervision of Library staff. Each volunteer will be assigned a staff supervisor to report to. Volunteers will be provided with regular opportunities to give and receive feedback.

3.5.3 The Supervisor and the volunteer will agree on a regular schedule as appropriate.

3.5.4 The Supervisor will provide the volunteer with adequate training to allow them to complete their assigned task(s).

### **3.6 Volunteer Conduct**

3.6.1. Volunteers are required to wear their volunteer identification tag while performing their duties.

3.6.2 Volunteers are required to be punctual and to notify their library staff supervisor of any absences.

3.6.3 Volunteers are required to accept supervision and direction from designated staff.

3.6.4 Volunteers are required to maintain a good working relationship with library staff, other volunteers, and the general public.

3.6.5 Volunteers are required to maintain the confidentiality of all privileged information to which they are exposed while serving as volunteers. This includes information involving staff, volunteers, library patrons or other persons involved in library business. Failure to maintain confidentiality could result in immediate dismissal.

### **3.7 Insurance**

3.7.1 Volunteers providing service under the direction of Library staff are covered by the Colchester-East Hants Public Library's Commercial General Liability Policy.

3.7.2 Volunteers are not covered under the Workers' Compensation Act.

## **4.0 ACCOUNTABILITY**

4.1 The Branch Manager in each location is responsible for the screening, training and supervision of volunteers in their respective Library.