

# Volunteer Policy

## 1. Purpose

At the Colchester-East Hants Public Library (CEHPL), we know how important Volunteers are to our community. They share their experiences, knowledge, and time with the people at the Library. They help Library staff with programs and services. The Library is pleased to offer the chance for members of the public to volunteer with us.

The purpose of this policy is to outline the role of Volunteers within the Library, the types of duties Volunteers do, and guidelines for how to manage Volunteers at the Library.

## 2. Who is this policy for?

This policy is for:

- Volunteers at any CEHPL location.
- Library Board members who do volunteer duties that are different from the duties they have on the Board.
- People who used to work at the Library who now want to volunteer at the Library.

This policy is not for:

- Guest speakers.
- People from a partner community organization who are using the Library for their programs.

### 3. Definitions

**The Library:** When we say "the Library" in this document, we mean the Colchester-East Hants Public Library (CEHPL).

**Personal Information:** "Personal Information" includes any personal information about staff, Volunteers, library users, or anyone else involved in library business. This information is private. For more information, see the *Privacy Policy*. For a complete definition of Personal Information, see [The Freedom of Information and Protection of Privacy Act \(FOI/POP\)](#) section 3(1)(i).

**Volunteer:** A Volunteer is a person who offers services for the Library but does not get money or other benefits from their work. For the purpose of this document, unpaid interns and co-op students are included in this definition.

**Youth Volunteer:** A Youth Volunteer is a Volunteer between the ages of 14 and 18 years old. Volunteers must be at least 14 years old to volunteer at the Library.

### 4. The Volunteer Role

The Library's Chief Executive Officer (CEO), the Management Team, and the Branch Manager decide what jobs are open to Volunteers.

Volunteers are used to help grow and improve library services and programs. They do **not**:

- Help make sure that the Library stays open or keep the Library open after hours.
- Serve visitors at the information desk.
- Help people choose materials and help people with their research.
- Use the staff computer system.

Volunteers might help staff to:

- Put books and other materials back on the shelves.
- Plan and offer programs.
- Find books or other materials that library users ask for.
- Keep the Library tidy (for example by keeping the furniture straight and putting away toys).
- Take care of the indoor plants.
- Decorate the Library for special events or holidays.
- Prepare for special events.
- Deliver library materials to group settings as part of the Library Delivery Service (see Library Delivery Service Policy). Volunteers must be at least 19 years old to help with this service.

Volunteers may do other duties that are approved by the Management Team.

## **5. Volunteer Application and Screening**

All people who apply to be Volunteers must:

1. Complete a **Volunteer Application Form** (see Appendix A of this policy for the form).
2. Meet the Branch Manager, Department Head, or CEO to talk about the volunteer role.
3. Complete the following, as applicable:
  - **Youth Volunteers** must provide a parent or guardian's permission in writing.
  - Depending on the role, **Volunteers 18 and older** may have to provide an acceptable Criminal Record Check, Vulnerable Sectors Check, and Child Abuse Registry Check. These checks must be less than a year old when submitted.

- **Library Delivery Service Volunteers** must agree to use their own vehicle for deliveries and must provide proof of a valid driver's license, automobile insurance, and an acceptable driver abstract and claims experience letter.
4. Sign a **Volunteer Agreement** before they start volunteering at the Library (see Appendix B of this policy for the form.)

## 6. Training and Supervision

Library Staff will:

- Supervise Volunteers. Each Volunteer will have a staff supervisor they can report to.
- Give Volunteers feedback on their work. They will tell them what they are doing well and where they may need to improve.
- Work with the Volunteer to make a schedule they both agree with.
- Make sure that the Volunteer has enough training so that they can do their duties well.

## 7. Volunteer Behaviour

Volunteers must:

- Wear their volunteer ID tag while they are doing their duties.
- Be on time and tell the library staff supervisor if they cannot come.
- Cooperate with the staff who supervise them.
- Have a good working relationship with library staff, other Volunteers, and library users.
- Keep all **Personal Information** private (see *Privacy Policy* for more information). If Volunteers do not keep this information private, staff may tell them they have to stop being a Volunteer.

- Maintain a valid driver's license and automobile insurance on their vehicle if they are delivering materials for the Library Delivery Service.

## **8. Rights & Responsibilities**

The Library has the right to:

- End the volunteer position at the Library at any time and for any reason.
- Decide on the maximum number of volunteer positions they can handle. This is to make sure they can give everyone enough training and supervision.

Volunteers have the right to:

- Stop volunteering at the Library at any time and for any reason.

Branch Managers in each location are responsible for:

- Choosing, training, and supervising Volunteers in their Library.

Library Staff is responsible for:

- Supervising Volunteers and being available when Volunteers are doing their duties in case there are any questions or problems.

## **9. Insurance**

Volunteers who are supervised by Library staff are covered by the Library's *Commercial General Liability Policy*, except for services provided through the Library Delivery Service, while the Volunteer is driving their own vehicle.

Volunteers who are delivering library materials as part of the Library Delivery Service must keep and provide proof of automobile insurance on their personal vehicle.

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

## **10. Comments/Questions**

People can send their comments and questions about the Library's *Volunteer Policy* to their [local branch manager](#).

## **11. Related Documents**

[The Freedom of Information and Protection of Privacy Act \(FOIPOP\)](#)

Library Delivery Service Policy

Privacy Policy

Volunteer Application Form – Appendix A

Volunteer Agreement – Appendix B

**Board Approval Date:** June 26, 2018; October 12, 2022

**Implemented:** July 30, 2018; October 12, 2022

**Revised:** October 12, 2022

**Last Review Date:** October 12, 2022

**Next Review Date:** October 2027