



**SUBJECT: VOLUNTEER POLICY**

**Policy No: 2021-12**

**Date: April 19, 2021**

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**Pages: 5**

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## **PURPOSE**

To provide guidelines for the involvement of volunteers at the Innisfil ideaLAB & Library. This policy was developed to support and define the roles and responsibilities of people who volunteer under the auspices of the Library, and for Library Staff who oversee and supervise volunteers.

## **POLICY**

### **General**

The Library is committed to developing a strong community presence and to making use of the talents and passion of the community. Volunteers enhance the services offered by the Library to the community of Innisfil and strengthen the Library-Community bond.

The Library's volunteer program balances Library needs with the interest and abilities of volunteers. Volunteer duties are intended to enhance Library service and every effort will be made to match volunteer ability to available opportunities. Volunteering creates opportunities for residents to engage with the Library and its community; supplement the work of staff; and contribute talents, skills and expertise in support of the Library's commitment to enhanced programming and services.

### **Application**

This policy applies to volunteers who contribute to any program or service approved by the Library. This policy does not apply to the Friends of the Library, Innisfil Public Library Board (Library Board) and its committees. This policy also applies to staff administering the volunteer program.

## **Definitions**

**Volunteers** are people who perform specific duties for the Library without wages, benefits or expectation of compensation of any kind beyond reimbursement of approved expenses. Volunteers do not replace Staff; they assist Library employees and allow Staff to devote more time to those functions requiring in-depth training and expertise.

**Vulnerable Persons** are people who because of their age, a disability or other circumstances, whether temporary or permanent, are (a) in a position of dependence on others; or (b) are otherwise at a greater risk than the general population of being harmed by a person in a position of authority or trust relative to them.

## **Guidelines**

### ***Short-Term Volunteers***

Short-Term Volunteers are individuals who assist with tasks that are scheduled on a one-by-one basis. These tasks typically take a short amount of time (1-2 hours), do not require any special skills or training, and are performed under the direct supervision of Library Staff. Examples of tasks that Short-Term Volunteers may complete include, but are not limited to:

- Shelf reading
- Setting/taking down an event
- Garden maintenance
- Craft preparation
- Teen Involvement Group projects

Youth volunteering in order to complete their required Community Service hours will be considered Short-Term Volunteers.

### ***Long-Term Volunteers***

Long-Term Volunteers are individuals who carry out the same tasks on a recurring basis. Some of these tasks may be completed independently, under the supervision of Library Staff. Additional training may be required in some cases. Examples of Long-Term Volunteer roles include, but are not limited to:

- Home Library Drivers
- Collection Services Support Volunteers
- College and University Student Placements

The Library does not support any court-ordered community service volunteers.

The Library may develop new volunteer roles at any time and will ensure that screening processes, and the responsibilities and training for new positions reflect the needs of the role and align with the guidelines set forth in this policy.

Recruitment of long-term volunteers will follow the same guidelines set forth in the Recruitment and Selection Policy regarding conflicts of interest and equal opportunity.

### ***Responsibilities of Staff***

Staff Coordinators will be assigned to oversee volunteers by the CEO or designate. The Volunteer Coordinators will:

- Communicate with volunteers and applicants
- Ensure required training is completed
- Complete any applicable paperwork associated with volunteer terms
- Assign tasks
- Communicate with other Staff who may supervise volunteers

A Library Staff Member will always be in the Library when any volunteer(s) is on duty and will supervise the volunteer(s) for the duration of their time working in that capacity.

### ***Responsibilities of Volunteers***

All volunteers are expected to:

- Behave in a way that is respectful of Staff, volunteers, and members of the public, and is appropriate to the event, location and audience, in accordance with the Library's Code of Conduct
- Perform the tasks assigned to them to the best of their abilities
- Work in a safe manner at all times
- Respect Library policies
- Participate in training
- Be at their work location at the agreed-upon time or notify the supervisor of changes in availability in advance
- Maintain the confidentiality of all privileged information to which they may be exposed to while serving as a volunteer. This includes respecting the privacy of all Staff and customers

Volunteers who do not adhere to the policies and procedures of the Library, or who fail to satisfactorily perform their assignments may be dismissed.

### ***Application Process, Eligibility and Screening***

Anyone interested in volunteering for the Library must complete the appropriate application for the position. All application forms will be retained by the Library subject to the current Records Management policy.

Library Staff will review applications, and determine whether or not an individual meets the criteria required for a given volunteer position or task. Depending on the position, the Library may limit when applications are being accepted, while others may be open indefinitely, such as Community Service for students.

### ***College and University Placements***

Applicants for College or University Placement positions will apply to the applicable service area manager to inquire about placement term opportunities. They will provide details about their placement term requirements, such as duration of placement term, supervision requirements, and goals of the placement experience. Managers will evaluate the ability of the service area to support the needs of a placement student; and, on a case-by-case basis, will conduct interviews with the number of placement student applicants they deem appropriate. College and University placement students will provide managers with copies of their resume, as well as documentation from their educational institution detailing expectations of the placement term, and a copy of a vulnerable sector police check dated within the last year.

### ***Working with Vulnerable Persons***

When a volunteer position includes work with vulnerable persons, such as the Home Library Driver position, the Volunteer must complete a more rigorous assessment process including but not limited to:

- An interview with a Manager and the Staff member assigned as coordinator for the role
- A reference check
- A clear vulnerable sector police check

### ***Training***

#### **Short-Term Volunteers**

Short-Term Volunteers will be trained in how to complete the task, and any procedures necessary to ensure it is carried out in a safe manner.

#### **Long-Term Volunteers**

In depth training will be provided on how to complete the assigned tasks and all policies which are relevant to their work and/or position.

Long-Term Volunteers are required to complete the same level of health and safety training as employees. This includes, but is not limited to:

- Accessibility for Ontarians with Disabilities Act
- Workplace Hazardous Materials Information System (WHMIS)
- Respectful Workplace
- Human Rights
- Occupational Health and Safety Awareness
- Evacuation procedures

### **Related Policies**

*Police Check Policy*

*Programme Policy*

*Homebound Service Policy*

*Recruitment and Selection Policy*

Approved by the Innisfil Public Library Board, April 19, 2021

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Supersedes Policy #2017-12, approved April 18, 2017, Motion #2017.38 & Policy #2013-22, Approved December 9, 2013, Motion #2013.111; & Policy #2010-03, Approved February 16, 2010, Motion #2010.18; & Policy #2006-15, Approved May 8, 2006, Motion #2006.47; & Policy #2001-22, Approved March 12, 2002, Motion #2002.17; & Policy #2001-13, Approved May 8, 2000, Motion #2000.21; & Policy #11, Approved November 13, 1991, Motion #91.66.