



---

## Carleton Place Public Library

Policy Type: **Operational**

Policy Number: **OP - 18**

Policy Title: **Volunteer Policy**

Policy Approval Date: Oct. 2017

Date of Review: June 2022

August 2023

Policy Review Date: 2027

---

### **Intent**

To create opportunities for community members to engage in the operation of the library while performing a service for both the library and the community at large. Volunteers supplement the efforts of paid staff. This policy provides guidance and direction for staff, management and volunteers.

The Carleton Place Public Library is committed to diversity in all areas of work. We are committed to developing and maintaining a volunteer program in which differing ideas, abilities, backgrounds and needs are respected and fostered and where individuals with diverse backgrounds and experience are able to both participate in, and contribute to, the organization.

### **Definition**

A volunteer is a person who performs tasks for the Carleton Place Public Library without wages, benefits, or expectation of compensation. Volunteers are not employees of the Library and do not substitute for or replace paid staff, but rather enhance and extend services.

This policy does not apply to members of the Carleton Place Public Library Board of Trustees and its committees, and speakers, authors, etc. who are donating their time free of charge for a one-time special event.

### **Procedural Guidelines**

1. The minimum age requirement for volunteers is 14.
2. The CEO or designate will be responsible for selecting, interviewing, assigning tasks and dismissing volunteers. Volunteers will be recruited based on their suitability to perform a task on behalf of the Library.
3. Depending on the needs of the role, Volunteers will be required to complete an application form and a Vulnerable Sector Check, and may be formally interviewed and asked to provide two (2) references. Individuals who refuse to comply will not be accepted as a volunteer. Acceptance as a volunteer is not automatic.
4. Volunteers shall perform duties in the Library under the supervision of at least one paid staff member.
5. Volunteers agree that the Library may at any time, for whatever reason, terminate the volunteer's relationship with the Library. Volunteers may also request assignment changes or terminate their volunteer activities at any time, for whatever reason.
6. Volunteers are expected to adhere to library policies including, but not limited to:



- a. Appendix A: Volunteer Code of Conduct.
- b. Health & Safety Policy;
- c. Violence/Harassment in the Workplace Policies,
- d. Accessible Customer Service Policy; and

Failure to do so may result in corrective action or dismissal.

7. Volunteers are not covered by the Employment Standards Act, 2000 and are not covered by the Workplace Safety and Insurance Act, 1997 (WSIA). All Volunteers performing duties on behalf of the Library are insured in accordance with the Corporation of the Town of Carleton Place's General Liability Insurance Policy. A volunteer is only volunteering, and therefore, covered by the Municipal insurance during the timeframe they are completing the assigned tasks. Once the volunteer task is concluded, they cease to be a volunteer.
8. Teens may earn community involvement hours (volunteer hours) by volunteering at CPPL. Teen volunteer opportunities will be advertised as they become available.
9. Volunteers wishing to aid in home delivery or other Outreach Services must be covered by their own vehicle insurance where their voluntary activity involves 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 own insurance company of their volunteer driving activity to ensure adequate insurance protection. Proof of insurance must be provided and will be kept on file.
10. Volunteer's equipment not owned by the Library shall not be covered under the Municipal Insurance Policy and no compensation shall be paid for loss or damage to same.
11. All personal information is collected for internal purposes only and will be kept in a secure location. All information is collected under the authority of the Public Libraries Act 1984.
12. Upon request from the volunteer, the Library will provide a letter confirming the volunteer's contribution to the Library.

**Library Staff Shall:**

- a. Provide thorough orientation and training, including health and safety training and any other necessary tools to prepare volunteers for a successful placement experience;
- b. Provide necessary equipment, tools, technology as required for the volunteer placement;
- c. Ensure that all necessary forms and documentation are completed prior to commencement of the placement (i.e. volunteer sign-off on training acknowledgement forms, waiver, volunteer contract, and Vulnerable Sector Screening);
- d. Verify the understanding of the scope of the position with the volunteer;
- e. Manage, support and coordinate volunteers and their activities related to the service or program being provided;
- f. Treat volunteers as respected members of the work team in accordance with the Employee Code of Conduct, Respect in the Workplace, and Violence & Harassment in the Workplace policies;
- g. Provide guidance, direction and support to volunteers, as required;
- h. Provide recognition and show appreciation for the contributions of volunteers on an on-going basis where possible;
- i. Accommodate accessibility needs of volunteers, as required; and
- j. Maintain accurate records of volunteer information including the number of hours completed and rendered, if applicable.

**Volunteers Shall:**



- a. Adhere to applicable Library rules, policies, procedures, regulations, and standards and comply with all directions issued by the CEO and/or supervisor;
- b. Be prompt and reliable in reporting for duty; notifying the library CEO or designate as early as possible if unable to report as scheduled;
- c. Attend orientation and training sessions as provided;
- d. Consult with assigned supervisor before undertaking any new responsibilities;
- e. Maintain the confidentiality of any information that is accessed, exchanged or conveyed throughout the duration of the placement;
- f. Wear attire or assigned Personal Protective Equipment (PPE) appropriate for safety and public perception while volunteering
- g. Provide a Vulnerable Sector Screening;
- h. Sign a completed Volunteer Contract & waiver;
- i. Complete all applicable forms and documentation prior to commencement of the placement; and
- j. Comply with all injury reporting requirements of the Town of Carleton Place.

#### **Dismissal**

13. Volunteers who do not adhere to the policies and procedures of the library or who fail to satisfactorily perform their assignments may be dismissed.
14. While on Carleton Place Public Library property and/or while performing volunteer activities on behalf of the library, volunteers are expected to maintain a professional level of behaviour. If the behaviour of the volunteer is deemed to drop below acceptable standards, the CEO or program supervisor will give a warning to the volunteer to improve performance. If the volunteer's performance has not improved during a given time period, the volunteer will be dismissed from the program.
15. Grounds for immediate dismissal include, but are not limited to:
  - a. insubordination
  - b. unwillingness or inability to support and further the mission of the library
  - c. theft of library property
  - d. illegal, violent or unsafe acts
  - e. abuse or mistreatment of library users or co-workers
  - f. smoking in unauthorized areas
  - g. being under the influence of alcohol
  - h. being under the influence of, possessing, selling or otherwise being involved with illegal drugs
  - i. behaviour that would be construed as harassment

**Appendix A:** Volunteer Code of Conduct

**Appendix B:** Letter of Agreement/Acknowledgement of Risk



## **Appendix A: Volunteer Code of Conduct**

The following guidelines and procedures outline the essential expectations of all volunteers. Failure to comply may result in dismissal.

### 1. Interaction with Library Users

Library user requests are always handled by paid Library Staff because of regular changes which occur in our operations and procedures. Volunteers must refer all user questions, other than directional (i.e. Where is the washroom?) to Library Staff.

### 2. Privacy of Library User Records

Upon accepting and signing the volunteer contract, volunteers agree that they will not share any user or Library knowledge that they have gained through volunteer duties at the Library.

### 3. Dress Code and Identification

Volunteers are expected to have a clean and neat appearance while assisting the Library. Please dress comfortably but appropriately for your assigned task. Please ensure that you always wear a volunteer badge which you can obtain and return at the circulation desk.

### 4. Record of Volunteer Hours

During orientation, you will be shown the volunteer log binder. Please ensure that you record your volunteer activity every time you are at the Library in a volunteer capacity. The volunteer log is crucial for Library statistics and for future volunteer recognition.

### 5. Storage of Personal Belongings

The Library is not responsible for the loss or damage of personal effects. Volunteers may store personal items in the storage room behind the circulation desk during their volunteer shift.

### 6. Supervision and Reporting



You will report to a designated employee at the Library. If you are unable to attend a regularly scheduled volunteer shift or event please inform your supervisor. Please direct all program/task related questions to your supervisor. General questions about volunteering, policies, etc. should be directed to the CEO.

7. Volunteer responsibilities: Perform tasks to the best of my ability; be punctual and conscientious; accept supervision from library staff; uphold the standards of the Library before the community at large.
8. The Library agrees to: assign suitable assignments with consideration for personal preference and skills; orient the volunteer to the facility, emergency procedures, AODA customer service, and health and safety requirements; provide training and supervision specific to assigned tasks; allow the volunteer to be heard regarding suggestions or concerns.

#### ACKNOWLEDGEMENT

WE HAVE READ AND UNDERSTOOD THE ABOVE.

Signature of Volunteer: \_\_\_\_\_ Date: \_\_\_\_\_



**Appendix B: Acknowledgement of Risk**

**ELEMENTS OF RISK**

I acknowledge that my participation as a volunteer can involve certain elements of risk that could result in an injury. The risk of sustaining an injury can result from the nature of the activity itself, natural and manmade, climatic conditions, the actions of third parties and the participant's own physical condition and actions.

The risk of sustaining an injury while volunteering on behalf of Carleton Place Public Library can result from the nature of the activity and can occur without any fault of the participant, or the Carleton Place Public library, its employees, agents, council members, or the facility where the activity is taking place. By choosing to volunteer in this activity, you are accepting the risk that you may be injured.

The chance of an injury occurring can be reduced by carefully following instructions at all times while engaged in the activity.

In order to participate, I HEREBY AGREE to do so at my own risk and understand that I do not have access to Town of Carleton Place Health Benefits or WSIB. If you choose to participate as a volunteer on behalf of the Carleton Place Public Library you must understand that you bear the responsibility for any injury that might occur.

**ACKNOWLEDGEMENT**

WE HAVE READ THE ABOVE. WE UNDERSTAND THAT IN PARTICIPATING IN THE ACTIVITY DESCRIBED ABOVE, WE ARE ASSUMING THE RISKS ASSOCIATED WITH DOING SO.

Signature of Volunteer: \_\_\_\_\_ Date: \_\_\_\_\_

Signature of Parent/Guardian (if applicable): \_\_\_\_\_ Date: \_\_\_\_\_

**PERMISSION**

I hereby give \_\_\_\_\_ (name of student) permission to volunteer with the programs, events and activities offered by the Carleton Place Public Library.

Signature of Parent/Guardian : \_\_\_\_\_ Date: \_\_\_\_\_