



BRACEBRIDGE PUBLIC LIBRARY POLICIES AND PROCEDURES

CATEGORY: Volunteers #1

POLICY REPLACING: Volunteer Policy July 2002

SUBJECT: Volunteer Policy

BOARD APPROVAL DATE: May 12, 2015

PAGE: 1 OF 3

RATIONALE

The Bracebridge Public Library is committed to the utilization of all available resources to further its goals. The participation of volunteers can enrich and expand library services and inform the public about available programs.

DEFINITIONS

Volunteer: The term "volunteer" refers to a person who performs services for the library without compensation or expectation of compensation (beyond reimbursement for CEO pre-approved specified expenses) and, who performs a task at the direction of, and on behalf of, the library. Volunteers shall be utilized by the library to augment or expand library services. Volunteers are not employees of the Library Board and shall not be used to replace paid employees.

There are four (4) categories of volunteer positions in the Bracebridge Public Library:

1. Board members
2. Friends of the Library
3. occasional library volunteers
4. program volunteers.

This policy deals with the latter two.

POLICY STATEMENT

Eligibility for volunteering

1. The library accepts community members as volunteers, including but not limited to: students' Community Service, corporate volunteer programs, and other volunteer referral programs.
2. The service of paid staff members as volunteers is accepted provided that that volunteer service is:
 - a) initiated by the staff member and approved by the CEO
 - b) provided voluntarily
 - c) involves work that is outside the normal scope of duties and working hours for that staff member
3. Family members of paid staff are allowed to volunteer with the library but will not be placed under the direct supervision of their family members who are employees.
4. The minimum age requirement for volunteers is 14.
5. Opportunities for volunteers are identified by staff or Board. The library accepts the service of any volunteer with the understanding that such service does not constitute an obstruction to or conflict with the provision of library services to users. A volunteer must be officially accepted and instructed by the library prior to performance of the task. Volunteers agree that the library may at any time decide to terminate the volunteer's relationship with the library, or to make changes in the nature of the volunteer assignment.



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PAGE: 2 OF 3

6. If required, the volunteer must provide to the library, a current Police Record Name check or a Vulnerable Sector check prior to commencing volunteer activities.

Responsibilities of volunteers

Volunteers should actively perform their duties to the best of their abilities, and honour the purpose, principles, policies and procedures of the Library.

1. Volunteers are responsible for maintaining the confidentiality of all privileged information to which they are exposed while serving as volunteers, whether this information involves staff, volunteers, library patrons or other persons, or involves overall library business. Failure to maintain confidentiality could result in immediate dismissal.
2. Volunteers should understand that the library may at any time, for whatever reason, decide to end the volunteer relationship. As well, the volunteer may at any time, for whatever reason, decide to discontinue his or her relationship with the library. Notice of such a decision should be communicated as soon as possible to the volunteer's supervisor.
3. When expecting to be absent from scheduled duty, the volunteer should inform his or her staff supervisor in advance so that a replacement may be found. Continual absenteeism will result in a review of the volunteer's placement.
4. Volunteers must obtain approval from the Library CEO or delegated staff prior to taking any action or making any statement which might affect or obligate the library. These actions may include, but are not limited to, public statements to the media, lobbying efforts with other organizations, or any agreements involving contractual or other financial obligations.
5. Volunteers are responsible for presenting a good public image, and must dress appropriately for the conditions and performance of their duties. Volunteers must wear their volunteer identification badge while performing their assignments.
6. Volunteers are expected to submit timesheets if required and any other information to their supervisor in a timely and accurate fashion. Capturing accurate statistics is important to maintaining the volunteer program.
7. Volunteers must be covered by their own vehicle insurance where their assignment involves the use of a vehicle. Volunteers are responsible for their own parking tickets and fines incurred during volunteer assignments.

Responsibilities of the Library

The Library is responsible to the volunteer for:

- a) An appropriate match based on organizational needs and volunteer qualifications
- b) An orientation to the goals, staff and users of the Bracebridge Public Library



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PAGE: 3 OF 3

- c) An opportunity to provide suggestions and feedback to the organization.
- d) Diligent supervision from a designated staff member who gives fair, regular feedback on performance and serious consideration to volunteer suggestions
- e) Recognition for the volunteer's contribution

RELATED DOCUMENTATION:

Volunteer Application Form
Circulation Policy # 3 – Confidentiality

PREVIOUS REVISIONS: None

ADAPTED FROM:

Trillium Public Library (Southern Ontario Library Services), Lake of Bays Township Public Libraries, Espanola Public Library, Barrie Public Library