



Leeds and the Thousand Islands Public Library Board

Policy

SECTION: OPERATIONAL	NO: OP-21
TITLE: Volunteer Policy	Date: September 2022
	Next Review Date: September 2025

1.0 Policy Statement

- 1.1 The Leeds and the Thousand Islands Public Library welcomes volunteers to participate in both daily and special activities of the Library, while performing a valuable service to the community.
- 1.2 The Volunteer Policy provides direction for the management of volunteer resources within the Leeds and the Thousand Islands Public Library system, and establishes a consistent process and standard for the engagement of volunteers.

2.0 Scope and Definitions

- 2.1 This policy applies to volunteers in all programs and services authorized and undertaken on behalf of the Leeds and the Thousand Islands Public Library, including student volunteers, with the exception of members of the Leeds and the Thousand Islands Public Library Board and its committees.
- 2.2 A volunteer is a person who performs tasks for the Leeds and the Thousand Islands Public Library without wages, benefits, or expectation of compensation of any kind. Travel and expenses related to service delivery may be reimbursed, but must be approved by the CEO in advance.
- 2.3 Volunteers are not recruited to replace or displace Library employees.
- 2.4 Volunteers and employees will have distinct but complementary roles. Volunteers are not considered employees of the Library.
- 2.5 The minimum age requirement for volunteers is 14 years of age. Some volunteer roles/positions may have specific age requirements that differ from the minimum age. Volunteers under the age of 16 will require a parent or guardian to sign the volunteer application form.
- 2.6 The Library may accept volunteers who are associated with third-party organizations in special cases, such as:
 - 2.6.1 Students participating in community service activities for an educational requirement

- 2.6.2 Individuals participating in work programs provided by community health and social service agencies
- 2.6.3 Students requiring internships or cooperative placements
- 2.6.4 Individuals referred by other volunteer programs
- 2.7 In each special case, an agreement will be reached in advance with the referring organization, school or program and will identify the responsibility for management and supervision of the volunteers.

3.0 Volunteer Placement and Screening

- 3.1 Opportunities for volunteer placement are identified by the Library Board, the CEO or the Branch Librarians. The CEO will have final approval over volunteer placements.
- 3.2 All volunteers are required to complete the volunteer screening process.
- 3.3 The Library CEO is responsible for selecting, interviewing, assigning and dismissing volunteers.
- 3.4 The screening and appointment process at Leeds and the Thousand Islands Public Library follow the guidelines specified by Volunteer Canada's Screening Handbook for the Voluntary Sector.
- 3.5 All volunteers must complete a volunteer application, and a screening interview, which may be done in-person or over the telephone depending on the circumstances.
- 3.6 The interview will ascertain the suitability for, interest in, and ability to undertake the volunteer position. Acceptance as a volunteer is not automatic.
- 3.7 The interview process is intended to help identify potential volunteer placements that match the skills and interests of the volunteer. The interview will also determine whether additional screening is necessary (i.e.: for volunteers who would like to assist with programming, or activities where they would interact with children or other vulnerable populations).
- 3.8 Volunteers taking part in activities where they may interact with children or vulnerable populations (i.e.: children's programming, delivering library material to housebound patrons etc.) will be asked to provide a vulnerable sector criminal record check. The Library will reimburse the cost of the criminal record check for volunteers who complete three consecutive months of volunteer service. Volunteers under the age of 18 will not be required to obtain a criminal record check.
- 3.9 Volunteers who will be interacting with children or vulnerable populations will also be asked to provide a minimum of two (2) references for a reference check.

4.0 Volunteer Roles and Responsibilities

- 4.1 Volunteers will receive training and orientation from Library Staff. This will include all mandated training under the Accessibility for Ontarians with Disabilities Act, and relevant health and safety training.
- 4.2 Volunteers are expected to adhere to Library policy at all times, including all relevant health and safety policies. Volunteers who do not adhere to the policies and procedures of the Library or who fail to meet the expectations of their assignment will be subject to dismissal

- 4.3 Volunteers are responsible for maintaining the confidentiality of all Library information they view while undertaking their duties.
- 4.4 Each volunteer will perform duties in the Library in the presence of at least one paid staff or board member.
- 4.5 Volunteers who perform duties outside the Library (i.e.: in the case of homebound delivery service or similar) will have an identified Library staff member as their primary contact for their volunteer role.
- 4.6 Volunteers agree that the Library may dissolve the volunteer relationship at any time based on volunteer performance, operational changes and requirements, or other factors.

5.0 Insurance

- 5.1 Volunteers are not covered by the Employment Standards Act, 2000 or the Workplace Safety and Insurance Act, 1997 (WSIA), and therefore volunteers are not covered under the Library's Workplace Safety and Insurance Board (WSIB) coverage.
- 5.2 Volunteers are covered by the Township of Leeds and the Thousand Island's policy for third party liability.
- 5.3 Volunteers should be covered by their own vehicle insurance in cases where their voluntary task involves the use of a vehicle. Volunteers are advised to inform their insurance companies of their volunteer driving activities.

6.0 Employment at the Library

- 6.1 In the event of an opening for a paid position within the Library, volunteers who apply for the position will be treated and evaluated on the same basis as other external applicants.
- 6.2 Volunteers will not be eligible to apply for internal job postings.

7.0 Privacy and Collection of Personal Information

- 7.1 The Library will collect personal information on volunteers in accordance with *OP-03 Privacy and Access to Information Policy*.
- 7.2 Volunteer records, which may include application forms, interview records, references, Police Record Checks, and records of warnings and disciplinary action., will be stored securely and used for internal purposes only.
- 7.3 All information is collected under the authority of the *Public Libraries Act 1990*. All requests for information about volunteers must be through the CEO or designated employee.
- 7.4 Inactive files will be maintained for a minimum of two years after which they will be destroyed as per *OP-05 Records Retention Policy*. A digital record of volunteer names and dates of service may be kept for statistical purposes.
- 7.5 Upon request from the volunteer, the Library will provide a letter confirming the volunteer's contribution to the Library, along with the dates/duration of service.

8.0 Volunteer Recognition

- 8.1 In appreciation for the dedicated service provided by volunteers, the Library Board shall endeavor to formally recognize the contributions of volunteers on an annual basis.
- 8.2 The Library may host an annual recognition event for volunteers, or may partner with the Township of Leeds and the Thousand Islands on a volunteer recognition event.
- 8.3 The Library CEO or delegate, will be responsible to provide organizers with the names of volunteers to be recognized, along with any milestone achievements to be recognized (years of service milestones, special recognition etc.).

Related Documents

Canadian Code for Volunteer Involvement, *Volunteer Canada*

The Screening Handbook: Tools and Resources for the Voluntary Sector, *Public Safety Canada*

History			
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