

<b><i>POLICY MANUAL</i></b>	<b>Section No. :</b> AD - 5 – 5.1
	<b>Effective :</b> March 17, 2008; Nov. 19, 2012
<b>SECTION :</b> Volunteers	<b>Revised :</b> Nov 19, 2012; Mar 4, 2016
<b>SUBJECT :</b> Recruitment	<b>Page 1 of 3</b>

1. Definition

Volunteers at the Welland Public Library will perform tasks for the Library without remuneration of any kind. Volunteers are used to enhance the services and the collections offered by the Library. Volunteers do not replace paid employees and are not considered as employees of the Library.

2. Youth or Special Volunteers

The Library accepts as volunteers:

- Students participating in community service activities as an educational requirement.
- Individuals participating in work programs provided by community health and social service agencies
- Individuals performing under Alternative Sentencing Orders
- Students requiring internships or cooperative placements (not paid)
- Individuals referred by other volunteer programs

In each case, an agreement must be in effect with the organization, school or program from which the volunteers originate and must identify responsibility for management and care of the volunteers.

3. Policy

- 3.1 Volunteers are recognized as contributors to the accomplishments of the mission of the Welland Public Library.
- 3.2 Volunteers do not replace paid staff. Volunteers shall not be considered as employees of the Library.
- 3.3 Volunteer participation is a valued component of the operation of the Welland Public Library. Every effort will be made to match volunteer ability to the opportunity available. However, the Library's overall mandate must always take precedence and opportunity for volunteer involvement may be restricted.
- 3.4 Minimum age requirements for volunteers is 14. Specific requirements of some volunteer positions may impose other age restrictions.
- 3.5 Opportunities for volunteer placements are identified by a supervisor or manager and must be approved by library management. Volunteers will be recruited based on their suitability to perform a task on behalf of the Library.
- 3.6 Each volunteer shall perform duties in the Library in the presence of at least one paid staff member or one member of the Library Board.

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- 3.7 Volunteers may not be appointed if a member of their immediate family is already a paid staff member or Library Board trustee, except for assignments where the task is outside the Library and under supervision of a non-family member.
- 3.8 The screening process at Welland Public Library follows the guidelines specified by the Safe Steps Volunteer Screening process recommended by Volunteer Canada. These steps include risk management, clear job descriptions, application forms, formal interviews, orientation and training, supervision and Police Records Checks where deemed necessary.
- 3.9 Prior to being assigned to a volunteer position, all volunteers will be interviewed to ascertain their suitability for, interest in, and ability to understand the position. In placing a volunteer in a position, attention shall be paid to the interests and capabilities of the volunteer, and to the requirements of that volunteer position. The Library reserves the right to show due diligence in determining the appropriateness of an assignment for any volunteer.
- 3.10 Police Record Checks Vulnerable Sector (PRC), current within the last 12 months, will be required for all volunteers over the age of 18. Volunteers who are engaged with the Welland Public Library prior to the implementation of this policy will initially be exempt from providing a PRC.
- 3.11 The volunteer is responsible for paying the fee associated with a Police Record Check. Upon completion of a minimum 20 hours volunteering with the Welland Public Library, the full amount will be reimbursed to the volunteer.
- 3.12 Volunteers are considered to be officially appointed/accepted by the Library upon successful completion of the appended Safe Steps.
- 3.13 All volunteers will receive an orientation to the Library and will be provided with necessary training for satisfactory volunteer performance.
- 3.14 The duties and performance of each volunteer will be monitored by a library staff member as appropriate. Issues and complaints will be immediately investigated and addressed by the staff member responsible for coordinating volunteers.
- 3.15 Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information which they may be exposed to while serving as a volunteer. This includes respecting the privacy of all staff and customers. Volunteers are required to sign a confidentiality statement as a

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condition of participation in the volunteer program. Failure to maintain confidentiality may result in immediate termination of the volunteer, and/or other corrective action.

- 3.16 Volunteers 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 insurance company of their volunteer driving activity to ensure adequate insurance protection.
- 3.17 As representatives of the Library, volunteers are responsible for presenting a good image to the community. Volunteers shall dress appropriately for the conditions and performance of their duties.
- 3.18 Volunteers who do not adhere to the policies and procedures of the Library or who fail to satisfactorily meet the expectations of the volunteer assignment are subject to dismissal.
- 3.19 Volunteers who have not served the Library for a period of one year will be considered inactive. The staff member responsible for coordinating volunteers will contact inactive volunteers to determine their interest in or ability to continue. If the volunteer indicates interest in continuing but remains inactive for an additional 6 months, the volunteer coordinator will advise the volunteer that their services are no longer required and all documentation related to the volunteer will be destroyed in a responsible manner.
- 3.20 Volunteer records will be retained in a secure location outside of the office of the Manager of Public Services. Records of inactive volunteers will be promptly destroyed upon dismissal or receipt of notice of the volunteer's decision to discontinue service with the Library.
- 3.21 All personal information is collected for internal purposes only under the authority of the Municipal Freedom of Information and Protection of Privacy Act R.S.O, 1990.

#### 4 Tasks that may be Performed by Volunteers

- Delivery of material to shut-ins
- Delivery of deposit material
- Special projects
- Entering Birth, Marriage and Death data in database
- Reading Buddies
- Program assistance
- Administrative functions including folding, mailings, crafts etc.