

HR 115 VOLUNTEER POLICY

Originating Document – LB – February 2003

Effective Date – February 2003

Last Modified – June 25, 2014, LB-50-2014

Policy:

The County of Prince Edward Public Library and Archives will be guided by *The Canadian Code for Volunteer Involvement, Values, Guiding Principles and Standards of Practice, 2012*. Volunteer assignments at the Library balance the needs of the library with the interests and abilities of our volunteers.

Procedures:

Requests for Volunteers

1. Opportunities for volunteers are proposed by staff to the CEO
2. Written requests include a description of the volunteer assignment, duration of assignment and a proposed start date. All staff should understand that successful recruitment of volunteers is enhanced by creative and interesting jobs.

Recruitment

1. Volunteers are recruited on a proactive basis with the intent of broadening and expanding the involvement of the community in their library.
2. Applications to volunteer can be completed via the Library's website or in person at any library branch. All applications are forwarded to the Volunteer Coordinator for review.
3. The application form will identify a requirement for a minimum commitment of 2 hours per week for six months. The form will also request the following personal information of the volunteer:

- i. Legal name
- ii. Address
- iii. Telephone number and email address
- iv. Education and experience relevant to volunteering
- v. Interest and skills
- vi. Why they are interested in volunteering
- vii. Start date
- viii. Day and preferred times available
- ix. Preferred library location
- x. Any health/physical concerns and/or allergies
- xi. Name and contact information of two references

Emergency contact information will be required after the Volunteer has been accepted into the Volunteer Program.

4. Volunteers are interviewed by the Volunteer Coordinator to ascertain their suitability for, and interest in, an assignment prior to being assigned. The interview determines the qualifications of the volunteer and his/her commitment to fulfill the requirements of the assignment. The interview should also answer any questions that the volunteer has about the library and the assignment.
5. Volunteers in certain assignments may be asked to submit a police records check. This cost will be paid by the library. Volunteers who do not agree to the background check may be refused placement.
6. No volunteer will begin their assignment until they have been officially accepted for that position and have completed all necessary screening as determined by the Volunteer Coordinator. At the time of final acceptance, each volunteer must have submitted a volunteer application and received a copy of his/her volunteer position description.
7. Volunteers perform their duties in the presence of at least one paid staff member. Each volunteer will have a specific staff member to whom he or she reports and who will be responsible

for day-to-day support and direction. Volunteers working in the Shut In or Outreach program may work in partnership with another Volunteer.

8. All volunteer placements begin with a 30-day probation period. During this time, the Volunteer Coordinator will support the volunteer with periodic informal check-ins. This support will also be augmented by library staff. As well, it is the responsibility of the volunteer to inform the Volunteer Coordinator of any issues of concern. At the end of the probationary period, a formal interview between the Volunteer Coordinator or library staff and the volunteer will take place to evaluate the extent to which the objectives of both the library and the volunteer are being satisfied.
9. Volunteers will be required to sign a Volunteer Agreement.
10. The library strives to meet volunteer expectations and offer a satisfactory volunteer experience for both parties. However, it may be deemed necessary to explore options such as renegotiate terms of the assignment, reassignment, and referral to another organization or to the local volunteer centre, or placement termination.

Position Descriptions

1. Each volunteer role will have a detailed Position Description. These Position descriptions are developed by the Volunteer Coordinator in consultation with staff before proceeding with recruitment.
2. Position descriptions include a title, a purpose/ of the assignment, a list of responsibilities and expectations; qualifications and benefits, any training requirement, the time commitment needed for the assignment, and the name of the supervisor to whom the volunteer reports.

3. The volunteer position descriptions are reviewed with the volunteer prior to beginning the assignment by the Volunteer Coordinator and the appropriate staff member
4. The library's volunteer position descriptions are reviewed and updated at least every three years or whenever a position substantially changes.

Roles that may be performed by Volunteers

1. Volunteers will not perform any task or duty for which a license or certification is required if the volunteer does not possess such license or certification.
2. Volunteer roles may include but are not limited to:
 - a) shelf reading and shelf straightening
 - b) shelving materials
 - c) book selection and delivery of materials to seniors in individual homes and institutions
 - d) phoning patrons to pick up materials on reserve
 - e) customer service for Book Store
 - f) tutoring students
 - g) class visits and story time
 - h) special projects
 - i) care of library plants and gardens
 - j) reading buddies
 - k) Indexing archives
 - l) Grant writing
 - m) Computer use and technology
 - n) preparation for children's programs (crafts)
 - o) Skills sharing
 - p) Health and Promotion Wellness

Orientation, Ongoing Training, Evaluation and Communication

1. All volunteers will be given an orientation to the library, its goals, values and mission. This orientation will also include an orientation package and review of the volunteer's role and expectations. This orientation will be delivered by the Volunteer Coordinator
2. Volunteers receive training to provide them with information on:
 - a) Record keeping procedures – signing in and out for shifts
 - b) knowledge and skills necessary to perform their volunteer assignment
 - c) the purpose and requirements of the assignment including contribution to the library's service goals
 - d) Any opportunity for ongoing development
 - e) The evaluation and feedback mechanism established for the specific role
 - f) Hazards that may be encountered
3. Volunteers will be made aware of the Library's relevant policies and procedures
4. Volunteers are required to complete training mandated by legislation: i.e. Health and Safety, WSIB (Workers Safety and Insurance Board) and the Social Accessibility Policy Bill 160
5. Volunteers will be encouraged to attend regular meetings of the volunteer group
6. Volunteers will receive communication specific to their roles as volunteers and as a volunteer community. This communication may take various forms – i.e. newsletter or online blog.

Dismissal or Re-engagement

1. Volunteers who do not adhere to the policies and procedures of the library or who fail to satisfactorily perform their assignments may be re-assigned or dismissed.
2. While on County of Prince Edward Library and Archives 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 Volunteer Coordinator or 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.
3. 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