



Section of Policy Manual: Personnel	Policy No.: PER-04
Subject: Volunteer Program	Policy Approval Date: November 14, 2024 Date first approved: April 2018
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The Gravenhurst Public Library’s volunteer program creates opportunities for community members to actively contribute to the Library’s vision of excellence. The Library welcomes volunteers to participate in the operation of the Library while performing a valuable service to the community, becoming more familiar with the Library, and complementing the efforts of paid staff. This volunteer policy provides guidance and direction to the CEO/Chief Librarian, library staff and library volunteers.

**Section 1: SCOPE**

1. Volunteers are utilized by the Library to enrich and enhance library programs and services. Volunteers are not a substitute for nor do they replace paid employees.
2. This policy applies to all volunteers, including those who volunteer at library activities taking place outside the Library.

**Section 2: RESPONSIBILITY FOR THE PROGRAM**

1. The CEO/Chief Librarian or designate oversees and coordinates the volunteer program by:
  - a) planning for effective volunteer utilization
  - b) assisting staff in identifying productive and meaningful volunteer assignments
  - c) recruiting suitable volunteers
  - d) training staff to supervise volunteers effectively
  - e) managing corrective action of volunteers
  - f) tracking and evaluating the statistical data reflecting the contribution of volunteers to the library
  - g) officially recognizing volunteers for their contributions
  - h) maintaining liaisons with other volunteer-utilizing programs and organizations in the community
  - i) balancing the needs of the Library with the interests of volunteers



2. All documents filled out and signed by volunteers will be kept on file. Volunteer records will be accorded the same confidentiality as paid staff personnel records.

### **Section 3: RESPONSIBILITIES OF VOLUNTEERS**

1. The Gravenhurst Public Library accepts the service of volunteers with the understanding that such service is at the sole discretion of the Library. Volunteers should actively perform their duties to the best of their abilities, and remain loyal to the mission, and vision of the Library. Volunteers are also expected to follow the established policies and procedures of the Library.
2. 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 users or other persons, or involves overall library business (Appendix A: Volunteer Confidentiality Agreement). Failure to maintain confidentiality could result in immediate dismissal.
3. When expecting to be absent from scheduled duty, the volunteer should inform a library staff member in advance so that a replacement may be found. Continual absenteeism will result in a review of the volunteer's placement and may result in dismissal from the volunteer program.
4. Volunteers must obtain approval from appropriate 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 positive 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 may be required to submit timesheets and other information to the CEO/Chief Librarian or designate in a timely and accurate fashion. Capturing accurate statistics is important to maintaining the volunteer program.



7. Volunteers who choose to use their own vehicle must be covered by their own insurance and are responsible for their own parking tickets and fines incurred during volunteer assignments as well as mileage.
8. Volunteers are required to acknowledge their understanding that they are fully responsible for the risks, dangers, and hazards they assume by participating as a volunteer (Appendix B: Volunteer Release of Liability Agreement).

#### **Section 4: VOLUNTEER ACTIVITIES**

1. Volunteer assignments at the Gravenhurst Public Library balance the needs of the Library with the interests and abilities of volunteers.
2. Opportunities for volunteers are proposed by staff to the CEO/Chief Librarian or designate.
3. Volunteers can perform tasks or duties for which a license or certification is required if they can provide valid and current evidence of holding the license or certification.
4. Volunteer tasks may include but are not limited to:
  - a) shelf reading and shelving
  - b) organizing heavily used collections
  - c) weeding newspapers and magazines
  - d) locating missing items
  - e) setting up, tearing down and tidying up used book sales
  - f) assisting with special projects/ fundraising
  - g) supporting staff in program preparation and facilitation
  - h) cleaning and dusting
  - i) filling book display areas
  - j) additional tasks as assigned



## **Section 5: ELIGIBILITY FOR VOLUNTEERING**

1. The term "volunteer" refers to a person who performs services for the Library without compensation or expectation of compensation (beyond reimbursement for pre-approved specified expenses) and, who performs a task at the direction of, and on behalf of, the Library.
2. The Library also welcomes volunteers who are participating in student projects, corporate volunteer programs, and other volunteer referral programs.
3. The service of paid staff members as volunteers is appropriate provided that the volunteer service is:
  - a) initiated by the staff member
  - b) provided voluntarily
  - c) involves work that is outside the normal scope of duties and working hours for that staff member
4. The minimum age requirement for volunteers is 13 (ex. Grade 8 students entering high school in fall). For positions that require handling of money or direct supervision of children, volunteers must be at least 16 years of age.

## **Section 6: RECRUITMENT & ASSIGNMENT**

1. Volunteers are recruited on a proactive basis with the intent of broadening and expanding the involvement of the community in their Library.
2. Anyone who is interested in volunteering must fill out an application and submit this to the CEO/Chief Librarian or designate for consideration (Appendix C: Volunteer Application Form and Appendix F: Teen Volunteer Application Form).
3. Volunteers may be interviewed to ascertain their suitability for, and interest in, an assignment prior to being accepted. The interview determines the qualifications of the volunteer and their 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.
4. A reference check may be made if appropriate for the volunteer assignment.



5. Volunteers aged 18 and over will be asked to submit a Police Vulnerable Sector Check (Appendix D: Vulnerable Sector Check Letter). Potential volunteers who do not agree to the background check will be refused placement.
6. No volunteer will begin their assignment until they have completed all necessary screening as determined by the CEO/Chief Librarian or designate.
7. Volunteers will perform their duties in the presence of at least one paid staff member. Each volunteer will have a specific staff member to whom they report and who will be responsible for day-to-day support and direction.
8. The Library strives to meet volunteer expectations and offer a satisfactory volunteer experience for both parties, however, it may be deemed necessary on either the Library's or the volunteer's part, for whatever reason, to end the volunteer relationship.

## **Section 7: ORIENTATION AND ONGOING TRAINING**

1. Volunteers receive training to provide them with the information, knowledge, and skills necessary to perform their volunteer assignment, operation of a program or service to which they are assigned.
2. All volunteers will receive a general orientation on the nature, purpose and mission of the Library and on the volunteer program. This will include introductions to staff members and a tour of the Library.
3. Volunteers are required to complete training mandated by legislation. Additional library training may be made available to volunteers if relevant to their volunteer assignment.
4. Any changes in volunteer assignments may require additional training to ensure success before the volunteer begins.

## **Section 8: DISMISSAL**

1. Volunteers who do not adhere to the policies and procedures of the Library or who fail to satisfactorily perform their assignments may be dismissed (Appendix E: Volunteer Guideline and Procedures).



2. While on Gravenhurst 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 be a breach of the Guidelines and Procedures, the CEO/Chief Librarian or designate 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, and vision of the Gravenhurst Public Library
  - c) theft of library property
  - d) illegal, violent, or unsafe acts
  - e) abuse or mistreatment of library users, staff, or other volunteers
  - f) smoking or vaping in unauthorized areas
  - g) intoxication during assigned shifts
  - h) being under the influence of, possessing, selling or otherwise being involved with illegal drugs and drug paraphernalia
  - i) behaviour that would reasonably be construed as harassment

## **RELATED DOCUMENTS**

*GPL Policy PER-04 Appendix A: Volunteer Confidentiality Agreement*

*GPL Policy PER-04 Appendix B: Volunteer Release of Liability Agreement*

*GPL Policy PER-04 Appendix C: Volunteer Application Form*

*GPL Policy PER-04 Appendix D: Vulnerable Sector Check Letter*

*GPL Policy PER-04 Appendix E: Volunteer Guidelines and Procedures*

*GPL Policy PER-04 Appendix F: Teen Volunteer Application Form*

*GPL Policy PER-04 Appendix G: Parental Permission for the Transportation of  
Volunteers under 18*

**GPL Policy PER-13 Workplace Discrimination and Harassment**

**GPL Policy PER-14 Prevention of Workplace Violence**