

10. VOLUNTEERS IN THE LIBRARY

10.1 Definition

Volunteers are used by the Port Colborne Public Library to enrich, enhance and extend library programmes and services, and to free-up skilled library staff for other duties. Volunteer participation supplements the efforts of library staff but does not substitute for or replace paid employees.

The term “volunteer” refers to a person who performs services for the library without compensation from the library (beyond reimbursement for pre-approved specified expenses) and, who performs a task at the direction of, and on behalf of, the library.

The normal minimum age requirement for volunteers is 14. However, some exceptions may be made at the library’s discretion.

10.2 Volunteer Programme

Volunteer assignments at the Port Colborne Public Library balance the needs of the library with the interests and abilities of our volunteers. Every effort will be made to match volunteer ability to the assignments available. Opportunities for volunteer involvement may be restricted by the availability of staff to train and supervise volunteers.

Opportunities for volunteers are determined by Library staff and management.

Volunteers will be interviewed to ascertain their suitability for, and ability to undertake the assignments. The screening process at the Port Colborne Public Library follows the guidelines recommended by Volunteer Canada.

10.3 Youth or Special Volunteers

The library accepts as volunteers:

- Students participating in community service activities as an educational requirement.
- Students requiring internships or cooperative placements.

All other volunteers under the age of 18 require written parental permission.

10.4 Staff Volunteers

The service of paid staff members as volunteers is accepted provided that the service is:

- initiated by the staff member
- provided voluntarily,
- involves work that is outside the normal scope of duties and working hours for that staff member.

10.5 Volunteer Assignments

Volunteer assignments may include but are not limited to:

- Delivery of materials to shut-ins
- Assisting the library staff with programming
- Assisting with the sale of discarded and donated materials
- Light cleaning, gardening, seasonal grounds clean-up (without use of power equipment)
- Administrative functions including folding, stapling, copying, shredding etc.
- Special Projects

Volunteers will receive a level of training and supervision appropriate to the assignment. Each volunteer shall perform duties in the library in the presence of at least one staff member or one member of the library board when possible.

10.6 Police Checks – for volunteers 18 years of age and older

Police Record Checks (PRC- Vulnerable Sector Clearance) will be required for volunteers who work with vulnerable clients including children and seniors. This PRC must be current within 30 days of commencement of volunteer activities. A written affidavit of no change in record status shall be provided upon the anniversary date each year and a PRC may be required if there is a change in volunteer activity.

The volunteer is responsible for paying the fee associated with the Police Record Check. Upon completion of a minimum 12 hours volunteering with the Library, the full amount will be reimbursed to the volunteer.

Volunteers who are engaged with the Port Colborne Public Library prior to the implementation of this policy will initially be exempt from providing a PRC.

10.7 Health and Safety Training and Orientation

All volunteers are required to complete the *Port Colborne Public Library Health and Safety Orientation Kit Agreement Form*. Completion of this checklist indicates understanding of and compliance with the following documents:

- City of Port Colborne Health & Safety Orientation Handbook
- City of Port Colborne Accessible Customer Service Handbook
- City of Port Colborne Occupation Health & Safety Policy
- City of Port Colborne Administrative Policy #55: Violence in the Workplace, Anti-harassment, Mutual Respect
- City of Port Colborne Administrative Procedure #55(a): Workplace Violence
- City of Port Colborne Administrative Procedure #55(b): Workplace Harassment
- City of Port Colborne Administrative Procedure #55(c): Domestic Violence, Domestic Abuse and Bullying in the Workplace
- City of Port Colborne “5C” Service Program handbook
- Port Colborne Public Library Health and Safety Orientation Checklist
- Port Colborne Public Library Volunteer Policy

Additional Policies and procedures as required or developed.

10.8 Dismissal

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.

Volunteers acknowledge 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.

10.9 Responsibilities

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, users or other persons, or involves overall library business. Failure to maintain confidentiality could result in immediate dismissal.

When expecting to be absent from scheduled duty, the volunteer should inform the library in advance so that a replacement may be found. Continual absenteeism will result in a review of the volunteer's placement.

Volunteers may not take any action or make any statements which might affect or obligate the library. These actions may include, but are not limited to public statements to the media.

Volunteers are responsible for presenting a good public image, and must dress appropriately for the conditions and performance of their duties. As well, they are not to engage in activities that reflect poorly on the Library.

In the event of a union-initiated work stoppage or legal strike, volunteers will not cross the picket line.

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

NOTE: Liability for damages as a result of Volunteer participation (with the exception of injury and damage as a result of accidents involving personal vehicles) is covered by the insurance policy of the Municipality of Port Colborne. However, all volunteers must report any wrong doing, accidents, or suspicious behavior to a library staff member immediately

10.10 Recognition

Volunteers will receive an invitation to City of Port Colborne Volunteer Appreciation Events.

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