



## BRACEBRIDGE LIBRARY POLICIES

Policy Number: OP-39  
Title: Library Volunteers  
Board Approval Date: November 2024

Category: Operational  
Policy Replacing: OP-39 (2021)  
Year of next review: 2028

### **PURPOSE:**

This volunteer policy provides guidance and direction to management, staff and volunteers.

### **POLICY STATEMENT:**

The volunteer program of the Bracebridge Library creates opportunities for community members to actively contribute to the Library's vision of excellence in library service. The Library welcomes volunteers to participate in the operation of the library, while performing a valuable service to the community and complementing the work of the paid staff.

### **Section 1: Scope**

1. Volunteers are used by the Library to enrich and enhance Library programs and services. Volunteers do not substitute for, or replace, paid staff.
2. This policy applies to all volunteers and includes all Library activities that take place outside the library.

### **Section 2: Responsibility**

1. The CEO & Chief Librarian, or designate, will oversee and coordinate volunteers by:
  - a. Planning for effective volunteer utilization
  - b. Assisting staff in identifying productive and meaningful volunteer assignments
  - c. Recruiting eligible volunteers
  - d. Training staff to supervise volunteers effectively
  - e. Managing corrective action of volunteers
  - f. Tracking, evaluating and reporting on the statistical data reflecting the contributions of volunteers
  - g. Officially recognizing volunteers for their contributions
  - h. Maintaining liaisons with other volunteer-utilizing programs and organizations in the community
2. Records are maintained for each volunteer and include but are not limited to, hours volunteered, area(s) of interest, program and/or services supported, up-to-date contact data, and a vulnerable sector check if applicable. Volunteer records shall be given the same level of confidentiality as paid staff personnel records.

3. The Library will ensure that its liability insurance covers volunteers.
4. Volunteer service will be formally acknowledged with a reference upon request.
5. In the event of an opening for a paid position, volunteers who apply will be evaluated on the same basis as all other applicants.

### **Section 3: 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 of pre-approved expenses, and who performs those services at the direction of, and on behalf of the Library.
2. The Library welcomes community members including but not limited to, persons who are participating in student projects, corporate volunteer programs, or other volunteer referral programs.
3. Family members of paid staff may volunteer with the Library but will not be placed under the direct administrative supervision of their family members who are paid staff.
4. The minimum age requirement for volunteers is 14-years. For volunteer assignments that require the handling of money or supervision of children, the volunteer must be 16-years of age or older.
5. A vulnerable sector check is required for any volunteers 18-years of age or older.

### **Section 4: Request for Volunteers**

1. Opportunities for volunteer assignments are identified by staff or Board members, and brought to the Library CEO for review, and approval if warranted.
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.

### **Section 5: Volunteer Recruitment and Assignment**

1. Volunteers and/or prospective volunteers will be interviewed to ascertain their suitability for, and interest in, an assignment. The interview is also used to determine their qualifications and commitment to the assignment. It further provides the prospective volunteer with an opportunity to ask questions about the Library and/or the assignment.
2. References may be requested for the volunteer assignment and checked.

3. Library staff will supervise volunteers while the volunteers are on duty. As well, each volunteer will have a specific staff member they report to, and who is responsible for day-to-day support and assignment oversight.

## **Section 6: Volunteer Orientation and Ongoing Training**

1. Within the first three (3) months of becoming a volunteer, volunteers are required to attend a general orientation session on the nature, purpose, and mission of the library and on the volunteer program. The orientation session will include a tour of the library.
2. Volunteers receive training to provide them with information on:
  - a) knowledge and skills necessary to perform their volunteer assignment
  - b) the operation of the program or service to which they are assigned
  - c) the purpose and requirements of the assignment
  - d) any health and safety hazards that may be encountered during their assignment
  - e) all applicable policies
3. Volunteers are required to complete training mandated by legislation, such as the AODA and WHMIS. Additional library training may be made available to volunteers such as attendance at conferences and workshops that are relevant to their volunteer assignment.

## **Section 7: Volunteer Responsibilities**

1. 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.
2. Volunteers should understand that the Library may at any time, decide to end the volunteer relationship. The Library will immediately notify the volunteer and their supervisor when such a decision has been made. As well, volunteers may decide at any time to sever their relationship with the Library. Volunteers will immediately notify the Library and their supervisor of this decision.
3. When expecting to be absent from scheduled assignment, the volunteer should inform their supervisor in advance so that a replacement may be found. Continual absenteeism will result in a review of the placement and may result in dismissal.
4. Volunteers must not take any action or make any statement that might affect or obligate the Library. These actions may include, but are not limited to, social media posts, 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 good public image. Volunteers must adhere to the Library dress code appropriate for the conditions and performance of their duties. Volunteers must wear their volunteer identification badge while performing their assignments.

6. Volunteers are expected to submit all timesheets and any other pertinent information to their supervisor in a timely and accurate fashion.
7. Volunteers must be covered by their own vehicle insurance where their assignment involves the use of a vehicle. Volunteers are responsible for their own vehicular infractions incurred during volunteer assignments.

PREVIOUS REVISIONS: November 2021, May 2015, July 2002

RELATED DOCUMENTS:

Volunteer Form (link to web page <https://bracebridgellibrary.ca/support-the-library/>)

OP-36: Confidentiality

OP-38: Employee & Volunteer Code of Conduct