

## **Volunteer Policy**

**Authority:** Library Board

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**Category:** Public Policy

### **Purpose**

The volunteer program of the East Gwillimbury Public Library (EGPL) creates opportunities for residents to engage with the Library and its community; provides meaningful community service opportunities; and contribute to the Library's commitment to support expanded programming and services.

### **Scope**

This policy applies to volunteers who contribute to any program or service approved by the Library. This policy does not apply to the East Gwillimbury Public Library Board (Library Board) who are subject to the Library Board By-Laws and its committees, or the Friends of the East Gwillimbury Library who are a separate legal entity.

### **Definition**

A Volunteer is a person who offers service in support of Library goals without receiving remuneration. Volunteers are not employees of the Library and they do not substitute for paid staff but extend the services of existing employees as contributors to achieving the goals of EGPL.

### **Eligibility for Volunteering**

1. Volunteers must be at least 13 years of age and a member of EGPL. In special circumstances, volunteers may be recruited based on ability rather than age to assist with Library tasks and programs.
2. The Library accepts volunteers participating on behalf of student initiatives, external volunteer programs, and volunteer referral agencies.
3. Paid staff members may serve as volunteers if work falls outside normal scope of duties within the Library and take place outside of scheduled working hours.
4. Volunteer opportunities are identified by senior staff or the Library board. The Library will accept any volunteer service insofar as it does not interfere or conflict with library goals or services. Volunteers agree that the Library may at any time terminate their service or relationship with the Library, or modify the volunteer's original duties.

**Insurance**

The Library covers volunteers through liability insurance provided by the municipality.

Volunteers assigned with driving duties are responsible for their own vehicle insurance and for informing their insurance companies about their volunteer involvement with EGPL to ensure proper coverage. Volunteers must take responsibility for any fines that occur during volunteer assignments.

**Tasks that may be Performed by Volunteers**

- Volunteers will not be assigned tasks that require certification if the volunteer does not possess the necessary credentials.
- Volunteer duties include but are not limited to homebound services, fundraising events, and assistance with children's, teen, and adult programming. Specific volunteer duties will be outlined in posted descriptions.

**Recruitment & Assignment**

1. The library screens volunteers according to the Volunteer Screening process promoted by Volunteer Canada. This process includes risk management, job assignments, application forms, interviews, reference checks, orientation and training, supervision and follow-up and providing proof of a Police Records Check and valid G license when necessary. Individuals who do not fulfill the requirements of these procedures will not be accepted as volunteers.
2. The Library strives to assign duties that complement volunteer interests and abilities as per posted descriptions. Nevertheless, library goals take priority over volunteer preferences and volunteer participation may be tailored to meet these goals.
3. EGPL values diversity in its workplace. The Library is committed to managing a volunteer program that embraces various ideas, abilities, backgrounds and needs, and where those with diverse experiences may participate.
4. Volunteers must be formally accepted and complete all required screening before starting their duties, as confirmed by the assigned supervisor.
5. Volunteers perform their duties in the presence of at least one paid staff member and will be responsible to report to an assigned supervisor to receive direction, support, and feedback.

**Responsibilities of Volunteers**

The Library accepts volunteer service that meets the standards of the Library and its volunteer program. The Library expects volunteers to complete duties to their best ability and abide by the Library's mission, policies, procedures, and Code of

Conduct. Volunteers who do not abide by the rules of the Library may be dismissed. In addition:

- Volunteers are not permitted to make statements on behalf of the library. This may include, but is not limited to, media statements, lobbying efforts with external organizations, or arrangements that involve contracts or financial agreements.
- Upon the request of the volunteer, the Library will provide a reference letter when appropriate. Volunteers who apply for paid positions will be evaluated by the same standards as external candidates.
- Volunteers collecting hours for their high school graduation are responsible for tracking hours as well as completing their volunteer forms for school approval.

### **Privacy**

All personal information is collected for internal purposes only. All information is collected under the authority of the Public Libraries Act R.S.O. 1990 and in accordance with the Confidentiality of Library Customer Information policy.

The Library is committed to meeting the needs of persons with disabilities and will provide, upon request, alternate formats and communication supports, in compliance with the *Integrated Accessibility Standards Regulation, Ontario Regulation 191/11* and the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*.

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