
St. Marys Public Library



Policy Type: **Operational Policy**

Policy Number: **OP-05**

Policy Title: **Volunteer Policy**

Policy Approval Date: **January 2020**

Policy Review Date: **February 2023**

1. Objective

- 1.1 The St. Marys Public Library believes the volunteer program creates opportunities for individuals to contribute to the library's mission, vision and values in a meaningful and impactful way, while contributing to the community as a whole; and
- 1.2 By undertaking special projects, contributing to programs or services, volunteers assist the Library Board and staff in responding to new or growing service pressures.

2. Policy Statement

- 2.1 This policy is intended to outline the recruitment process, along with the roles and responsibilities, and the conditions and circumstances under which the St. Marys Public Library will engage volunteers

3. Volunteer Recruitment and Screening

- 3.1 Opportunities for volunteering at the St. Marys Public Library will be determined by the Chief Executive Officer or Library staff on an as needed basis, in accordance with program or service specifics;
- 3.2 Selection of volunteers is based on the following criteria:
 - a. Skills necessary to perform desired tasks or duties;
 - b. The ability of the volunteer to commit to a schedule required for the task or duty; and
 - c. The capacity of the Library to undertake volunteers.
- 3.3 Volunteers will be asked to fill out a Volunteer Application Form (see Appendix A) provided by the Town of St. Marys Volunteer Recruitment Program, seeking information about skills, experience, interest and availability;
- 3.4 An interview with the Volunteer Coordinator for the Town, and/or Library staff will be arranged as part of the Town of St. Marys screening program;
- 3.5 Interested individuals must be 14 years of age or older, and able to complete the Volunteer Intake process; and
- 3.6 Volunteers will be required to obtain a satisfactory Criminal Record and Vulnerable Sector check from their local police service. That information provided to the Town of St. Marys and the St. Marys Public Library will be treated in complete confidence.

4. Orientation and Training

- 4.1 Town Volunteer Coordinator will provide an orientation to volunteering with the Town of St. Marys, and be the initial contact for the Volunteer;
- 4.2 Once the Volunteer has provided the Town Volunteer Coordinator with the appropriate documentation, and upon successful intake, Library staff will provide orientation to the Library. This will include a tour of the library and an overview of the position;
- 4.3 Volunteers will receive a copy of this policy, and directed to other Library policies for review;
- 4.4 Accompanying section 4.3, volunteers will be provided any training necessary to complete their assignments;
- 4.5 Volunteers will work with Library staff to determine a schedule that is in the best interest of both the Volunteer and the Library. This schedule will be finalized during the orientation process;
- 4.6 General orientation to the Library will include background of the St. Marys Public Library, the purpose and mission, as well as the nature of the volunteer program;
- 4.7 Training will consist of:
 - a. Knowledge and skills required for successful completion of assignment;
 - b. Operation of the program or service to which they are assigned;
 - c. The purpose and requirements of the assignment;
 - d. Hazards that the volunteer may encounter; and
 - e. Any legislative requirements at the time of Volunteer appointment.

5. Tasks of the St. Marys Public Library Volunteers

- 5.1 Volunteers will not perform any tasks or duties which requires a license or certification if the volunteer does not possess such license or certification;
- 5.2 Volunteer tasks may include but are not limited to the following tasks and duties:
 - a. Shelf reading and shelving;
 - b. Delivery of materials to homebound patrons;
 - c. Special projects;
 - d. Care of library plants;
 - e. Set-up/assistance with Library Programs; or
 - f. Pull lists.

6. Volunteer Expectations

- 6.1 Volunteers will respect the confidentiality of personal information to which they may be exposed and respect the privacy of all staff and patrons. Volunteers will sign a confidentiality form as part of the Volunteer Intake (Appendix A);
- 6.2 Volunteers should not undertake any activity they feel they cannot physically perform and are to notify the staff accordingly. Basic health and safety precautions are to be followed by volunteers.
- 6.3 Volunteers are expected to be reliable and competent in the performance of their volunteer duties.
- 6.4 Volunteers will inform library staff of any impending absence or schedule changes as far in advance as possible.
- 6.5 Professional conduct and dress are expected at all times during a volunteer assignment. When working in the library, volunteers are expected to comply with the Rules of Conduct Policy. Failure to do so may result in the volunteer being asked to leave.
- 6.6 All library-related enquiries from patrons received by a volunteer should be directed to staff.
- 6.7 Volunteers should provide reasonable notice to staff of their intent to resign from the Volunteer Program.
- 6.8 Library volunteers may be asked to wear a name or volunteer tag for identification purposes.

7. Dismissal

- 7.1 Volunteers who do not adhere to Library or Town of St. Marys policies and procedures, or who fail to satisfactorily complete their tasks may be dismissed;
- 7.2 Accompanying 7.1, should there be a performance or compliance issues, volunteers will be placed on a performance management program to provide guidance to satisfactory performance and compliance;
- 7.3 While on St. Marys 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 drop below acceptable standards, the Volunteer will be reminded of the expectations when volunteering at the library;
- 7.4 If performance does not improve as described in 7.2, the volunteer will be dismissed from the program;
- 7.5 Grounds for immediate dismissal include, but are not limited to the following:
 - 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; and
 - i. Behaviour that would be construed as harassment.
- 7.6 If a volunteer has been dismissed from any volunteer positions with the Town of St. Marys due to and infractions listed under this section, they will not be eligible for volunteer work with the St. Marys Public Library.

8. Related Documents

Occupational Health and Safety Act, R.S.O. 1990, C.O.1
Public Libraries Act, R.S.O. 1990, c. P44
Privacy and Access to Information Policy, St. Marys Public Library Policy
Rules of Conduct, St. Marys Public Library Policy
Staff Code of Conduct, St. Marys Public Library Policy
Town of St. Marys Corporate Volunteer Policy, June 2013
Town of St. Marys Volunteer Application Form

9. History

Date of Latest Board Approval: January 2020
Date(s) of Revision(s): January 2003, April 2007, October 2019, January 2020
Date of next scheduled review: February 2023

Volunteer Application

Contact Information

Name: _____

Home Phone: _____ Cell Phone: _____

Street Address: _____

P.O. Box: _____ Postal Code: _____

Email Address: _____

Emergency Contact Name: _____ Phone Number: _____

Area of Interest (Please check all that apply)

St. Marys Public Library

St. Marys Museum

Senior Services/Friendship Centre

Youth Services

Community Events

Aquatics

Employment History

Most Recent Employer: _____

Position: _____ Length of Employment: _____

Volunteer Experience

1. Company: _____ Position: _____

Length of Role: _____

2. Company: _____ Position: _____

Length of Role: _____

3. Company: _____ Position: _____

Length of Role: _____

Personal Information

Please list any skills or resources including hobbies and interests that might benefit your work with the Town of St. Marys.

References

Please do not list relatives.

- | | |
|---------------------|---------------------|
| 1. Name: _____ | Relationship: _____ |
| Phone Number: _____ | Email: _____ |
| 2. Name: _____ | Relationship: _____ |
| Phone Number: _____ | Email: _____ |
| 3. Name: _____ | Relationship: _____ |
| Phone Number: _____ | Email: _____ |

Informed Consent

The above information is true to the best of my knowledge.

I authorize the Corporation of the Town St. Marys, herein known as “The Corporation” to collect, keep, and use my personal information appropriate to the position applied for concerning my employment history and to verify the character references I have supplied. I understand that confidentiality will be respected and no information that discloses my personal information will be released or published without consent unless required by law.

I understand that I may withdraw or change this consent at any time by contacting the Clerk’s office by telephone at 519-284-2340 ext. 241 followed by written confirmation delivered to the Clerk’s Office – Town Hall 175 Queen St East. P.O. Box 998 St. Marys ON N4X 1B6. I acknowledge that if I withdraw this consent, The Corporation has the right not to provide services.

I release, waive and forever discharge The Corporation and all of its employees, agents, servants, elected and appointed officials, successors and assigns from all claims, demands, damages, injuries, costs, expenses, liability, resulting losses, actions and causes of action, whether in law or equity, arising out of my participation in programs offered through The Corporation, however caused.

I take much of the information I receive during my volunteer involvement is confidential and will not disclose or release information to any person or agency except where required by law, any information or documents that identify anyone receiving services with the Town of St. Marys. I understand that a breach of client confidentiality may result in my being removed from my volunteer position.

I give permission to The Corporation and any media to take my photograph and/or record videotape for use in any future promotional material without compensation. I confirm that I have read and understand this consent prior to signing it, and I am aware that by signing this consent I am waiving certain legal rights which I or my heirs, next of kin, executors, administrators, and representatives may have against The Corporation.

Name: _____ Signature: _____
Date: _____