

Policy Title:

## 29. Volunteer Policy

Policy Type	Approval Date	Motion No.	Review Date
Operational	September 2023	013-2023	2026

### ***General Policy***

The volunteer program at the Brockville Public Library welcomes individuals who want to give freely of their valuable time and talents to the community by assisting with the provision of public library services. Volunteers are recognized as contributors to the achievement of the strategic objectives of the Library.

### **Guidelines**

A volunteer is a person who performs tasks for the Brockville Public Library without wages, benefits, or expectation of compensation. Volunteers are not employees of the Library. Volunteers enhance and extend library services, but they do not replace paid Library employees. The minimum age requirement for volunteers is 14 years of age.

Library Board members are excluded from the Volunteer Policy as their applications are submitted to the City of Brockville and they are appointed by Council. Library Board members will provide a police records check to the CEO (fee to be reimbursed by the Library).

Opportunities for volunteer placement are identified by the Library Board, CEO and employees. See Volunteer Policy 14: Schedule D and Schedule E.

The Human Resources Policy 9 – 5: Eligibility for Employment will apply to situations where volunteer applicants are relatives of Library employees or Board members.

The Community Engagement Coordinator will be responsible for selecting, interviewing, assigning tasks and dismissing volunteers with approval from the CEO.

The screening and appointment process for volunteers at the Brockville Public Library follows the guidelines specified by the Safe Steps Volunteer Screening process recommended by Volunteer Canada. Volunteers will be formally interviewed. All appointed volunteers will be required to complete a Volunteer Application Form (Schedule A), provide two references, sign a Letter of Agreement (Schedule B) and provide a police records check, including a vulnerable sector check when applying to work with vulnerable persons, including children, persons with disabilities and elderly persons. The fee for a standard criminal record and vulnerable sector check will be reimbursed by the Library.

The designated manager, (in the case of special assignment volunteers) will introduce volunteers to the Library employees and outline policies and procedures. Required documentation will also be completed. The Community Engagement Coordinator or designated manager will provide volunteers with facility tours, mandatory emergency/health and safety orientation and a Volunteer Code of Conduct (Schedule C). Assigned Library supervisors will provide position descriptions (Schedule D) and training for the assigned tasks.

The interview will ascertain the suitability for, interest in and ability to undertake the volunteer position. Acceptance as a volunteer is not automatic.

Volunteer candidates who are unable to supply two reference checks will not be accepted. Individuals willing to provide a reference must also be willing to be identified as the source otherwise the reference will not be accepted.

Every effort will be made to match the volunteer's ability to the opportunity available. A volunteer arrangement will not be negotiated when the opportunity and ability cannot be matched. In the event that volunteer opportunities are over-subscribed, a successful candidate's name will be placed on file for six (6) months.

Special assignment volunteers may include:

- students participating in community service activities for an educational requirement.
- individuals participating in work programs provided by community health and social service agencies.
- individuals referred by the Provincial Courts
- students requiring internships or cooperative placements.

- individuals referred by other volunteer programs.

In each special assignment case, an agreement will be in effect with the referring organization, school or program and will identify the responsibility for management and care of the volunteer.

Each volunteer contract will have a defined start date and end date. Contracts may be modified, renewed, or extended if mutually agreed upon by the Library and the volunteer. Volunteers agree that the Library may make assignment changes or terminate the volunteer assignment at any time or for whatever reason. Volunteers may also request assignment changes or termination of their contract at any time or for whatever reason.

Each volunteer will be supervised by a specific paid employee.

Volunteers are not covered by the Employment Standards Act, 2000 and are not covered by the Workplace Safety & Insurance Act, 1997 (WSIA). The Library does have liability insurance.

Volunteers will not perform any task or duty for which a license or certification is required if the volunteer does not possess such license or certification.

The Library will take steps to ensure that all volunteers have obtained liability coverage for their vehicle. Volunteers must be covered by their own vehicle insurance where their voluntary activity involves the use of a vehicle. Volunteers are liable for their own parking tickets and/or fines related to driving offenses. Volunteers are advised to inform their own insurance company of their volunteer driving activity to ensure adequate insurance protection.

Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information which they may be exposed to while serving as a volunteer. Volunteers sign a confidentiality statement (included in the contract) as a condition of participation in the volunteer program. Failure to maintain confidentiality may result in immediate termination of the volunteer and/or corrective action.

As representatives of the Library, volunteers are responsible for presenting a good image to the community. Volunteers will dress appropriately for the conditions and performance of their

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duties. Wherever possible, volunteers will wear their volunteer identification while engaged in Library business.

Volunteers should seek prior consultation and approval from the Community Engagement Coordinator or the CEO prior to any action or statement which might affect or obligate Brockville Public Library. These actions may include, but are not limited to, public statements to the press, coalition or lobbying efforts with other organizations or any agreements involving contractual or other financial obligations.

Grounds for immediate dismissal may include, but are not limited to, gross misconduct or insubordination; being under the influence of alcohol or drugs while performing volunteer assignment; theft of property or misuse of Library funds, equipment or materials; lies or falsification of records; illegal, violent or unsafe acts; abuse or mistreatment of library customers or co-workers; failure to abide by Library policy or procedure; failure to meet physical or mental standards of performance; unwillingness or inability to support and further the mission of the Library and/or the objectives of the program.

All personal information is collected for internal purposes only. All information is collected under the authority of the Public Libraries Act 1990. Volunteer records are confidential and will be kept in a secure location. Volunteer records may include application forms, interview records, references, Police Record Checks, and records of warnings and disciplinary action. All requests for information about volunteers must be through the CEO or designated employee. Inactive files will be maintained for a minimum of two years after which they will be destroyed as per the Records Management Policy - 24. A digital record of volunteer names and dates of service will be kept for statistics purposes.

Upon request from the volunteer, the Library will provide a letter confirming the volunteer's contribution to the Library. BPL is also a certified organization under the PREB program (<http://preb-prog.ca/>) and therefore may summarize a volunteers' experience, responsibilities and skills and issue a formal certificate at the request of the volunteer.

In the event of a job posting for a paid position within the Library, volunteers who apply for the position must follow the application process and will be evaluated on the same basis as all other external candidates.

Brockville Public Library has established a Volunteer Recognition Plan (Schedule F) to acknowledge and honour the valuable contributions of Library volunteers.

*Resources: Southern Ontario Library Services Clearinghouse  
Volunteer Canada*



City of Brockville



Brockville Arts Centre



Brockville Museum



Brockville Public Library

**Volunteer Application Form**

Applicant Information				
<input type="radio"/> New Volunteer <input type="radio"/> Returning Volunteer		Position / Board applying for:		
First Name		Last Name		
Address				
City		Province		Postal Code
Telephone No. (Home)		Telephone No. (Work)		Telephone No. (Cell)
Email Address				
Preferred method of contact: <input type="radio"/> Telephone - Home, Work or Cell _____ <input type="radio"/> Email				
Emergency Contact				Telephone No.
Languages <input type="radio"/> English <input type="radio"/> French <input type="radio"/> Other _____ <input type="radio"/> Spoken <input type="radio"/> Spoken <input type="radio"/> Spoken <input type="radio"/> Written <input type="radio"/> Written <input type="radio"/> Written				
Are you the owner or tenant or the spouse of an owner or tenant of land in the City of Brockville?				<input type="radio"/> Yes <input type="radio"/> No
Are you 18 years of age or older?				<input type="radio"/> Yes <input type="radio"/> No
Have you included your mandatory Criminal Record Check? :				<input type="radio"/> Yes <input type="radio"/> No
Are you legally entitled to work in Canada?				<input type="radio"/> Yes <input type="radio"/> No
Availability				
Please check the days and times when you are available to volunteer. Check all that apply				
Day	AM	PM	Evening	Time of Year
Monday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> All year round <input type="checkbox"/> Summer (July – August) <input type="checkbox"/> Fall (September – December) <input type="checkbox"/> Winter (January – March) <input type="checkbox"/> Spring (April – June)
Tuesday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Wednesday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Thursday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Friday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Saturday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Sunday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	



References		
I authorize the Corporation of the City of Brockville to contact the persons or organizations listed below for the purpose of obtaining reference information. Relatives are not accepted for reference purposes.		
		Applicant's initials: _____
Name	Phone No. Email Address	Relationship to Applicant (i.e., supervisor, teacher, etc)
Name	Phone No. Email Address	Relationship to Applicant (i.e., supervisor, teacher, etc)
Name	Phone No. Email Address	Relationship to Applicant (i.e., supervisor, teacher, etc)

Skills and Qualifications:
Interests and Hobbies:

Volunteer Application Forms are kept on file for six months from date of receipt.

**Notice of Collection:**

Personal information, as defined by the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) is collected under the authority of the Municipal Act, 2011, and in accordance with the provisions of the MFIPPA. Personal information on this form will be used to assess the applicant's eligibility for volunteer positions or qualifications for appointment to one of the various committees or boards. At no time will your personal information be disclosed without your express written consent. Questions regarding the collection, use and disclosure of this personal information may be directed to the Freedom of Information Coordinator, Clerk's Office, 1 King Street West, Brockville, ON K6V 7A5, 613-342-8772.

**Declaration:**

I hereby declare that the foregoing information is true and complete to my knowledge. I understand that a false statement may disqualify me from volunteering, or may cause my dismissal from volunteering.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Thank you for considering volunteering with the City of Brockville.**

Please complete and return by mail, email or fax:

City of Brockville  
1 King Street, West  
P.O. Box 5000  
Brockville, ON K6V 7A5  
[clerk@brockville.com](mailto:clerk@brockville.com)  
613-342-8772 ext. 461 or 431

**Brockville Public Library****Letter of Agreement for Volunteer Services**

I understand that my services are valuable to the Library and agree to:

- Perform the tasks given to me to the best of my ability
- Be punctual and conscientious in the fulfillment of my duties
- Take any problems or suggestions to the Chief Executive Officer or designate
- Consider as confidential all information which I may hear directly or indirectly concerning a library customer
- Accept supervision from Library employees
- Adopt the Volunteer Code of Conduct
- Uphold the standards of this Library before the community at large
- Maintain a working relationship with employees and other volunteers
- Work on a regular basis as determined by the volunteer schedule

I do hereby release and save harmless the City of Brockville and the Brockville Public Library and its employees from claims for any injury while I am participating in the activities of the Brockville Public Library, except where the injury is caused by negligence of the Brockville Public Library and/or the City of Brockville. It is also understood that volunteers are not covered by the Employment Standards Act and Ontario Workers Safety & Insurance Board.

Contract start date: \_\_\_\_\_

Contract end date: \_\_\_\_\_

\_\_\_\_\_  
Volunteer's Signature

\_\_\_\_\_  
Volunteer's Name (printed)

Understanding that the Brockville Public Library volunteer is a valuable addition to the Library, the Library agrees to:

- Treat the volunteer as a co-worker and offer the full support of the employees

The Library also agrees to provide:

- Suitable assignments, with consideration for personal preference and skills
- Orientation to the facility, emergency, accessibility, and health and safety requirements
- Training and supervision specific to the task
- Information about new developments and training for greater responsibilities
- The right to be heard, take part in planning and to make suggestions
- Recognition for good performance

\_\_\_\_\_  
Brockville Library Designate

\_\_\_\_\_  
Date

*revised April 2016*

**Brockville Public Library**



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**Volunteer Code of Conduct**

The following guidelines and procedures outline the essential expectations of all volunteers. Failure to comply may result in corrective action or dismissal.

**1. Interaction with Library customers**

Library customer requests are always handled by paid Library employees due to liability issues and because of regular changes in our operations and procedures. Volunteers must refer all customer questions that are not directly related to their assigned position to Library employees.

**2. Privacy of Library customer records**

Upon accepting and signing the volunteer contract, volunteers agree that they will not share any customer or Library knowledge that they have gained through volunteer duties at the Library.

**3. Dress code and identification**

Volunteers are expected to have a clean and neat appearance while assisting the Library. Please dress comfortably but appropriately for your assigned task. Please ensure that you always wear a volunteer badge during your scheduled volunteer activity.

**4. Record of Volunteer Hours**

Please ensure that you record your volunteer activity in the volunteer log binder every time you are at the Library in a volunteer capacity. The volunteer log is crucial for Library statistics and for future volunteer recognition.

**5. Storage of personal belongings**

The Library is not responsible for the loss or damage of personal effects. The library cannot assign personal lockers to volunteers. There is a cloak room in the 1<sup>st</sup> floor employee area designated for volunteers to work and to store their personal items.

**7. Parking**

There are 2-hour courtesy parking spaces in front of the Library and along Courthouse Avenue. Paid parking is available at the Buell Street parking lot. The Library does not provide/cover the cost for public parking.

**8. Supervision and reporting**

You will report to a designated employee at the Library. If you are unable to attend a regularly scheduled volunteer shift or event please inform your supervisor or the staff at the main desk. Please direct all program/task related questions to your supervisor. General questions about volunteering, policies, etc. should be directed to the Community Engagement Coordinator or CEO.



*revised April 2016*

**Brockville Public Library  
Position Description**

**POSITION TITLE:** Library Volunteer  
**REPORTS TO:** **Community Engagement Coordinator**  
**SUPERVISOR:** as above  
**SUBORDINATE POSITIONS:** Volunteers

**POSITION SUMMARY**

Brockville Public Library welcomes individuals who want to give freely of their valuable time and talents to the community by assisting with the provision of public library services. Volunteers are recognized as contributors to the achievement of the strategic objectives of the Library.

**RESPONSIBILITIES**

Assist library staff with tasks which include, but are not limited to, the following:

- Program, special event and/or fundraising assistance
- Behind the shelves: home outreach delivery service, Inter Library loan support, collection maintenance (shelving, inventory, shelf-reading)
- Facility support: general housekeeping (tidying, dusting, cleaning computer stations, gardening)

Volunteers will be selected in accordance with Board policy under the supervision of the supervisor and with the approval of the CEO.

Task assignments are based on the interests and qualifications of the volunteers as ascertained from the application and screening process. Training for task assignments is provided. Facility, emergency, accessible customer service training, and health and safety orientation are mandatory. A criminal record check and/or vulnerable sector check is mandatory for volunteers 18 years of age and over.

**SCHEDULE:** To be arranged in consideration of task requirements and personal availability. Volunteers are responsible for informing staff at the main desk or their supervisor know if they are unavailable for their scheduled shift. The Library appreciates a minimum of 6 hours advance notice of absence.

**CONTACTS:** **Community Engagement Coordinator;** 613-342-3936; [brandy@brockvillelibrary.ca](mailto:brandy@brockvillelibrary.ca)  
You may also contact your assigned task supervisor  
Questions, comments, concerns may be directed to any employee

### **WORKING CONDITIONS**

1. General office working conditions
2. Position requires lifting – 15lbs

*revised April 2016*

## **Brockville Public Library Volunteer Positions and Responsibilities**

### **Behind the Shelves**

- Call holds
- Pack, sort, and label interlibrary loans
- Pick list
- Donations and book sale
- Shelving – sort and shelve volunteer cart
- General housekeeping – tidying, dusting, sanitizing etc.
- Making bookmarks
- Inventory

### **Home Outreach Delivery Volunteer**

- Deliver and return library materials to library customers at their place of residence

### **Adult Program Assistant Volunteer**

- Community Living
- Adult Literacy
- Book Clubs

- Craft programs – knitting, crochet etc.
- Special events, including outreach, guest speakers and special programs
- Fundraising
- Tech Tutors

**Children’s Program Assistant Volunteer**

- Make That!
- Game On
- Summer Reading Practice Program
- Special events, including outreach, March Break, family programming etc.

**Garden Volunteer****Marketing and Graphic Design Support****Volunteer Recognition Plan**

Volunteers are a valuable and valued workforce. By offering their time to tasks and programs at the Library, they allow us to better serve the community of Brockville. As such, Brockville Public Library participates in volunteer recognition to acknowledge their contributions and dedication.

**Guidelines**

The Library will recognize hours and years served for involvement in tasks, programs and events.

Recognition will be given in the following manner:

- General volunteer recognition event: At the Library’s discretion, the Library may elect to host an event such as an appreciation dinner or a volunteer day.
- Gifts or gifts-in-kind: End-of-year recognition will be given to all volunteers for hours served with a small gift (not to exceed \$10). An example of gifts-in-kind may include a one-time waiver of the annual membership fees for non-resident volunteers (under the condition that they have satisfactorily served for one full year and not less than 12 hours).
- A one-time honorarium or participation gift (not to exceed \$50) for involvement in a specific program or event at the discretion of the Community Engagement Coordinator or the CEO.
- Library Board members who leave the Board during their first term appointment or at the end of their first term appointment will have a book (with a bookplate) added to the Library collection in honour of their dedicated service. The Board member may select the title. Library Board



members leaving the Board who have served extended terms on the Library Board will also receive a one-time honorarium (not less than a cash value of \$50 and not to exceed \$100) at the discretion of the Library Board Chair.

- General recognition: hours and years of volunteer service will be acknowledged through the local media (e.g. a press release).

*revised April 2016*