

Muskoka Lakes Township Public Library  
LIBRARY BOARD POLICY

Policy Type: Operational – Human Resources	Policy Number: OPHR-09
Policy Title: Volunteer Program	Policy Approval Date: 09/11/23
Chairperson: V. Duke	Policy Review Date: 09/27

### Intent:

The Volunteer Program of the Muskoka Lakes Public Library (herein referred to as the Library) creates opportunities for individuals to perform a valuable service for the community; serves as a method for area residents to become familiar with the Library; and supplements the efforts of paid Library staff. Volunteers are recognized as valuable contributors to the accomplishment of the mission of the Library.

This volunteer policy applies to all volunteers, participating in activities both inside and outside the Library's premises and provides guidance and direction to management, staff, and volunteers.

### Regulations:

A volunteer is a person who performs tasks for the Library without wages, benefits, or expectation of compensation of any kind and is not considered an employee of the Library. Volunteers do not replace paid staff, but enhance and extend Library services..

- Volunteer participation is a valued component of the operation of the Library. Every effort will be made to match volunteer ability to the opportunity available. However, the Library's over-all mandate must always take precedence, which may restrict the opportunity for volunteer involvement.
- Volunteers must be at least 14 years of age by the end of the calendar year in which they are volunteering. This will enable students to earn required community service hours.

### Procedures:

#### Section 1: Responsibility for the program

1. The Chief Executive Officer, or designate, oversees and coordinates the volunteer program by:
  - a) planning for effective volunteer utilization
  - b) assisting staff in identifying productive and meaningful volunteer assignments
  - c) recruiting suitable volunteers
  - d) training staff to supervise volunteers effectively
  - e) providing appropriate orientation as well as required and ongoing training and support
  - f) taking corrective action with volunteers, as required
  - g) assigning to each volunteer a specific paid staff member who will be responsible for providing support and direction to the volunteer



- h) tracking and evaluating the statistical data reflecting the contribution of volunteers to the Library
  - i) officially recognizing volunteers for their contributions
  - j) maintaining liaisons with other volunteer-utilizing programs and organizations in the community
2. A system of records is maintained on each volunteer with the same confidentiality as paid staff personnel records. All personal information is collected for internal purposes only under the authority of the Public Libraries Act 1984. Volunteer records are kept in a secure location.
  3. The Library is responsible for ensuring that volunteers are covered by appropriate insurance.
  4. A paid staff member must be present, at all times, when a volunteer is in the Library. However, the CEO of the Library may exercise discretion in this regard, when the CEO is satisfied that a volunteer may be designated as being “in charge” while there is no paid staff member on the premises. The terms and conditions of this “in charge” status shall be confirmed in writing by the CEO.
  5. The Library will, upon request from the volunteer, confirm the volunteer’s contributions to the Library.

## Section 2 Eligibility for Volunteering

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

1. The Library welcomes volunteers who are participating in student projects, corporate volunteer programs, and other volunteer referral programs.
2. The service of paid staff members as volunteers is accepted, provided that the volunteer service is:
  - a) initiated by the staff member
  - b) provided voluntarily
  - c) involves work that is outside the normal scope of duties and working hours for the staff member
3. Family members of paid staff can volunteer with the Library but will not be placed under the direct supervision of their family members who are employed by the Library.

## Section 3: Recruitment & Assignment

Volunteers are recruited with the intent of broadening and expanding the involvement of the community in their Library and providing opportunities for volunteers. Applications to volunteer are given appropriate consideration.

- 1, Prior to being assigned to a volunteer position:
  - a) All volunteers will complete an application.
  - b) Attention shall be paid to the interests and capabilities of the volunteer, and to the requirements of the volunteer position.
  - c) The Library reserves the right to undertake due diligence in determining the appropriateness of an assignment for any volunteer.

2. Volunteers are interviewed to ascertain their suitability for, interest in and ability to undertake an assignment prior to being accepted. The interview helps determine the qualifications of the volunteer and their commitment to fulfill the requirements of the assignment, as well as providing the opportunity to answer any questions that the volunteer has about the Library and the assignment.
3. A reference check may be made, if appropriate, for the volunteer assignment.
4. Volunteers in certain assignments may be asked to submit a Police Vulnerable Sector Check (PVSC). This cost will be reimbursed by the Library should the volunteer be accepted for assignment. Potential volunteers who do not agree to the background check may be refused acceptance in the Library's volunteer program.
5. The Library strives to meet volunteer expectations and offer a satisfactory volunteer experience for both parties. However, it may be deemed necessary to explore options such as renegotiating terms of the assignment, reassignment, referral to another organization or placement termination

#### **Section 4: Responsibilities of Volunteers**

Volunteers are expected to actively perform their duties to the best of their abilities and remain committed to the mission, vision, and values of the Library. Further, volunteers are expected to abide by the established policies and procedures of the Library.

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 from the volunteer assignment and/or program.
2. Volunteers will be advised that the Library may at any time, for whatever reason, decide to make changes in their volunteer assignment or end the volunteer relationship. As well, the volunteer may at any time, for whatever reason, decide to end their volunteer relationship with the Library.
3. When expecting to be absent from scheduled duty, the volunteer should inform their assigned staff member in advance so that alternate arrangements can be made, if required. Continual absenteeism will result in a review of the volunteer's assignment and potentially dismissal from the volunteer program.
4. Volunteers must obtain approval from the CEO, or designate, prior to taking any action or making any statement which might affect or obligate the Library. These actions may include, but are not limited to, public statements to the media, lobbying efforts with other organizations, or any agreements involving contractual or other financial obligations.
5. While on Library property and/or while performing volunteer activities on behalf of the Library, volunteers are expected to maintain a professional level of behaviour and present a positive public image.
6. Volunteers are expected to submit all timesheets and any other required information to the CEO, or designate, 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 parking tickets and fines incurred during volunteer assignments.

## Section 5: Dismissal

1. Volunteers who do not adhere to the policies and procedures of the Library or who fail to satisfactorily perform their assignments may be dismissed.
2. Grounds for immediate dismissal include, but are not limited to:
  - a) insubordination
  - b) unwillingness or inability to support and further the mission, vision, and values of the Library
  - c) theft of Library property
  - d) illegal, violent or unsafe acts
  - e) abuse or mistreatment of Library users, staff, partners, or other volunteers
  - f) smoking in unauthorized areas
  - g) intoxication during assigned shifts
  - h) being under the influence of, possessing or selling illegal drugs on Library premises
  - i) behaviour that would reasonably be construed as harassment or inappropriate

## Related Documents

MLPL GF-01 Mission Statement  
MLPL GF-02 Vision Statement  
MLPL GF-03 Statement of Values  
MLPL OP-01 User Code of Conduct  
MLPL OPHR—02 Human Resource Management