

Volunteer Policy

Date of review: January 2010

1. The Volunteer Program at the Brockville Public Library creates opportunities for individuals to feel personal satisfaction while performing 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 staff. In order to accomplish the Library's mission, the effective use of the talents, skills and expertise of volunteers can enhance the delivery of library service to the community.
2. A volunteer is a person who performs tasks for the Brockville Public Library without wages, benefits, or expectation of compensation. Volunteers are not considered employees of the Library. Volunteers do not replace paid library staff, but enhance and extend their services. The minimum age requirement for volunteers is 14.
3. Volunteers shall not perform any task or duty for which a license or certification is required if the volunteer does not possess such license or certification.
4. The Chief Librarian or designated staff shall be responsible for selecting, interviewing, assigning tasks and terminating volunteers.
5. Brockville Public Library's screening process includes an application form, a clear job description, a formal interview, two reference checks, orientation and training, supervision, follow-up and annual Police Records Check. The Library will pay for the Police Records Check.
6. The interview will ascertain the suitability for, interest in, and ability to undertake the position. Acceptance as a volunteer is not automatic.
7. Volunteer candidates who refuse to supply two reference checks will not be accepted as a volunteer. Anyone willing to provide a reference must also be willing to be identified as the source; otherwise, the reference will not be accepted.
8. Each volunteer shall have a specific paid staff member to whom he/she reports and with whom to discuss problems or concerns.
9. Each volunteer shall be made aware of the Library's policies and regulations and shall be made aware of safety regulations and procedures.
10. Each volunteer selected to perform duties at the Library shall be required to sign a volunteer agreement and shall be provided with a volunteer job description.
11. The Library shall 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 and they 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.
12. 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 are required to sign a confidentiality statement as a condition of participation as a Library volunteer. Failure to maintain confidentiality may result in immediate termination of the volunteer, and/or corrective action.

13. As representatives of the Library, volunteers are responsible for presenting a good image to the community. Volunteers shall dress appropriately for the conditions and performance of their duties. Wherever possible, volunteers will wear their volunteer identification while engaged in Library business.
14. Volunteers should seek prior consultation and approval from appropriate staff 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.
15. 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 patrons or co-workers; failure to abide by agency policy or procedure; failure to meet physical or mental standards of performance; unwillingness or inability to support and further the mission of the organization and/or the objectives of the program.
16. Volunteers who do not adhere to the policies and procedures of the Library or who fail to satisfactorily meet the expectations of their volunteer assignment are subject to dismissal.
17. All personal information is collected for internal purposes only. All information is collected under the authority of the Public Libraries Act 1984. Volunteer records will be kept in a secure location. Volunteer records may include application form, record of interview, references, and records of warnings and disciplinary action. All requests for information about volunteers must be through the CEO or designated staff person who will consider volunteer files as confidential. Inactive files will be maintained for a minimum of two years after which they will be destroyed in a responsible manner.
18. The Library will, upon request from the volunteer, provide a letter confirming the volunteer's contribution when appropriate. In the event of an opening for a paid position within the Library, volunteers who apply for the position shall be treated and evaluated on the same basis as all other external applications.

Volunteer Policy – a) Volunteer Code of Conduct

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

1. Interaction with library users outside of or unassociated to program or volunteer task:

Library user requests are always handled by paid library staff. Due to liability issues and because library staff are updated regularly on changes in our operations, we ask that volunteers refer all user inquiries to the library staff without exception.

2. Privacy of library users' records and the volunteer contract:

Upon accepting and signing the contract, volunteers agree that they will not share any knowledge that may be gained through volunteer duties at the library of any record or other information which identifies a person as having used the library or requested/obtained specific materials or services at the library.

3. Dress code and identification:

Volunteers are expected to present a clean and neat appearance while on the job. Please dress comfortably but appropriately for your assigned task. Please ensure that you always wear a volunteer badge which you can obtain and return at the circulation desk.

4. Record of Volunteer Hours:

At the circulation desk there is a volunteer log binder. Please ensure that you record your volunteer activity 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 affects. The library cannot assign personal lockers to volunteers; however, at the volunteer's choice, items can be left at the circulation desk.

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 staff member at the library. If you are unable to attend a regularly scheduled volunteer shift or event, please inform this staff member. Please direct all program/task related questions to this person. General questions about volunteering, policies, etc. can be directed to the Volunteer Coordinator. We are here to help!

Volunteer Policy – b) Volunteer Opportunities

The following is a list of current volunteering opportunities which are updated on an on-going basis. It should be noted that volunteers and their assigned tasks do not replace the work of paid staff; rather they facilitate our staff in the execution of library programs and services.

After successfully completing the application process, the volunteer will be provided with a volunteer job description that gives a full description of the assigned task(s).

Program-related tasks

- Assisting with set-up and supervision for various programs
 - Supervising Kid's Movies
 - Supervising Drop-in Gaming for 8-12 year olds
 - Assisting with children's programs (pre-cutting things for crafts, helping with story time, etc)
 - Xmas gingerbread/graham cracker houses: "watch your kids so you can shop"
- Home-bound services

Miscellaneous tasks:

- Calling people for holds
- Inventory review
- Gardening
- Sorting carts
- Cleaning keyboards and monitors
- Straightening up/adjusting display racks or tables, helping set up the meeting room
- Folding flyers and posting library notices in the city
- Fundraising activities (baking, selling items, etc.)
- Volunteering time as a guest lecturer
- Special events (e.g., reception for special visitors)
- Shifting books