

Policy: Volunteer Policy**Policy #:** O.P. 1.12**Date of Original Policy:** March 2006**Date of Last Revision:** October 2015**Scheduled Review Date:** June 2017**Purpose:**

This policy is intended to outline the conditions and circumstances under which Pelham Public library will engage volunteers. The policy also outlines the expectations of volunteers.

Policy Statement:Statement of Volunteer Purpose

The Pelham Public Library encourages the involvement of volunteers. Volunteers bring enthusiasm, talent and a willingness to donate time, energy and effort to the library. By undertaking special projects or contributing to on-going programs volunteers assist the Library Board and staff in responding to new or growing service pressures. Volunteers are intended to enhance the work of staff.

Volunteer Recruitment

When designated library staff have identified a need for volunteers to be recruited or when an individual expresses interest in becoming a volunteer for the library, the following process will be followed:

- Volunteers will be asked to fill out an Application Form (see Appendix A), seeking information about skills, experience, and availability. The application form and a record of assignments will be retained by the Library Administration until the volunteer is no longer active.
- An interview with the designated library staff may be arranged for orientation purposes.
- Volunteers will be provided with either a written or verbal description of tasks required in advance of each volunteer assignment.
- Volunteers will receive a copy of this policy and any training that may be needed for assignments.
- Volunteer assignments will be scheduled by designated staff based on project needs and subject to regular review by library staff.
- Only students aged 13 and or older will be considered for volunteer work.

Volunteer Expectations

- Volunteers will respect the confidentiality of personal information to which they may be exposed and respect the privacy of all staff and patrons. In some circumstances volunteers may be required to sign a confidentiality commitment (See Appendix B)
- 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.
- Volunteers are expected to be reliable and competent in the performance of their volunteer duties.
- Volunteers will inform library staff of any impending absence or schedule changes as far in advance as possible.
- 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.
- All library-related enquiries from patrons received by a volunteer should be directed to staff.
- Volunteers should provide reasonable notice to designated staff of their intent to resign from the Volunteer Program.
- Library volunteers may be asked to wear a name tag for identification purposes.
- In certain circumstances, as determined in advance by the Library CEO, volunteers may be reimbursed for out-of-pocket expenses such as mileage.
- The Library reserves the right to request a Criminal Record Check acceptable to the Pelham Public Library from a volunteer prior to any task assignment.

Conditions for other unpaid program participation

- Co-op Students - The Pelham Public Library will accept no more than two placements, at any one time. An interview with the co-op candidate will take place prior to any co-op placement. Co-op students may do the work of regular staff provided they have appropriate qualifications and training for the assigned tasks. If the placement is for a required number of hours students will be advised to make arrangements with the library well in advance. Placement requirements may be fulfilled through a variety of tasks over several months.
- Social Service Placements - The Library may participate in a social service placement program provided that:
 - The CEO has determined that there is adequate supervision and training time available for the individual
 - there are suitable tasks available
 - the participating organization provides adequate oversight into the placement
- The Ontario Ministry of Education incorporated 40 hours of mandatory community service into the secondary school curriculum. Volunteer placements for students may be for part or all of the hours needed to fulfill this requirement, for smaller segments of required volunteer hours or simply out of volunteer interest. Library staff approve logs for mandatory school hours. Students are placed depending on the current needs and activities of the library.
- All placements are subject to the same workplace rules as staff and volunteers.

Appendix A - Application Form

Pelham Public Library, Volunteer Application Form
P.O. Box 830 Fonthill, Ontario L0S 1E0.
905-892-6443.

Typical volunteer needs include, but are not limited to, help with book sales, clothing sales, fundraising events, yard clean-up, helping with youth programming, books-on-wheels or other outreach programs etc.)

Date of application: _____

Name _____

Date of birth: _____

Address _____

Postal Code _____

Telephone number (Home) _____ (Business) _____

Work Experience (summary or attach resume)

Volunteer Experience (summary or attach resume)

Special skills or Interests

Why are you interested in volunteering at the Pelham Public Library?

Please indicate the amount of time you wish to volunteer. What time of day are you available?

_____ 2-4 hours over a month?

_____ 1-2 hours over a week?

_____ Morning

_____ Afternoon

_____ Evening

_____ Saturday

Please list any allergies you may have: e.g. dust, grass

Do you have any physical restrictions (e.g. limited mobility, bad back)?

Personal information collected on this form is for internal purposes. Such information is collected under the authority of the Ontario Libraries Act 1984.

Appendix B**Pelham Public Library Board Confidentiality Commitment (for volunteers)**

Volunteers of the Pelham Public Library may be privy to information that may be of a confidential nature from time to time and have a duty to hold in strict confidence all such information.

As a volunteer I, _____ commit to the following, with respect to the treatment of confidential information:

- Volunteer shall not, either directly or indirectly, release, make public or in any way divulge any such information or any aspect of the confidential information to anyone, unless expressly authorized by the Town of Pelham Library Board or required by law to do so;
- Volunteers shall not use information received in confidence inappropriately to their personal advantage;
- Volunteers will respect the status of confidential information until the matter ceases to be confidential, as determined by the Town of Pelham Library Board or by statute;
- Volunteers understand that they enjoy the same access rights to municipal information as any other member of the community, unless it is specifically relevant to the volunteer assignment;
- Volunteers will only release information according to the provisions of the Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, Chapter M.56; and only with express permission from Library staff
- Volunteers shall not release information subject to solicitor-client privilege, unless expressly authorized by the Town of Pelham Library Board or required by law to do so;
- Volunteers shall not misuse confidential information (information that they have knowledge of by virtue of their position as a Town of Pelham Public Library volunteer that is not in the public domain, including e-mails and correspondence from third parties) such that it may cause detriment to the Corporation, Board or Committee, or benefit or detriment to themselves or others;
- Volunteers shall not release information regarding items under litigation, negotiation, or personnel matters, or information that infringes on the rights of others.

Volunteer Name: _____

Volunteer Signature: _____

Date: _____

Date of Last Revision: October 2015

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