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**BARRIE PUBLIC LIBRARY  
VOLUNTEER POLICY**

**MOTION #17-35**

**Reviewed June 22, 2017**

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**1. RATIONALE**

The Volunteer Program of the Barrie Public Library creates opportunities for individuals to actively participate as citizens of the community; serves as a method for area residents to become familiar with the Library; and supplements the efforts of paid library staff.

**2. SCOPE**

This policy applies to volunteers in all programs and services authorized by and undertaken on behalf of the Barrie Public Library, with the exception of the Trustees of the Barrie Public Library Board and its committees,

**3. DEFINITION**

A volunteer is a person who performs tasks for the Barrie Public Library without wages, benefits, or expectation of compensation beyond reimbursement (including travel expenses) of any kind. Volunteers do not replace paid staff, but enhance and extend their services, and are not considered employees of the Library.

**4. SPECIAL CASE VOLUNTEERS**

The Library accepts as volunteers:

- Students participating in community service activities as an educational requirement
- Individuals participating in work programs provided by community health and social service agencies
- Individuals performing under Alternative Sentencing Orders
- Students requiring internships or cooperative placements
- Individuals referred by other volunteer programs.

In each case, an agreement must be in effect with the organization, school or program from which the volunteers originate and must identify responsibility for management and care of the volunteers.

**5. POLICY**

- 5.1 Volunteers are recognized as contributors to the accomplishment of the mission of the Barrie Public Library.

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- 5.2 Volunteers do not replace paid staff. Volunteers shall not be considered as employees of the Library. 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.
- 5.3 Volunteer participation is a valued component of the operation of the Barrie Public 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 and opportunity for volunteer involvement may be restricted.
- The Barrie Public Library is firmly committed to diversity in all areas of its work. We believe that we have much to learn and profit from diverse cultures and perspectives, and that diversity will make our volunteer program more effective in meeting the needs of all our stakeholders. We are committed to developing and maintaining a volunteer program in which differing ideas, abilities, backgrounds and needs are fostered and valued, and where those with diverse backgrounds and experiences are able to participate and contribute.
- 5.4 Opportunities for volunteer placements are identified by senior staff. The Library accepts the service of any volunteer with the understanding that such service does not constitute an obstruction to or conflict with the provision of services to patrons or others. Volunteers agree that the Library may at any time, for whatever reason, decide to terminate the volunteer's relationship with the Library, or to make changes in the nature of their volunteer assignment.
- 5.5 The minimum age requirement for volunteers is 14 (16 if assigned to the Café or Boutique). Otherwise, volunteers will be recruited based on their suitability to perform a task on behalf of the Library.
- 5.6 Each volunteer shall perform duties in the Library under the supervision of at least one paid staff member or one member of the Board.
- 5.7 Paid employees may serve in direct-service volunteer roles which are outside the scope of their paid work within the organization and which take place outside of the employee's usual working hours.
- 5.8 The screening process at Barrie Public Library follows the guidelines specified by the Safe Steps Volunteer Screening process recommended by Volunteer Canada. These steps include risk management, clear job descriptions, application forms, formal interviews, reference checks, orientation and training, supervision and follow-up and Police Records Checks when deemed necessary. Individuals who refuse to comply will not be accepted as a volunteer.
- 5.9 Volunteers are considered to be officially accepted and enrolled by the Library upon successful completion of the above Safe Steps, and when an acceptance or appointment to a volunteer position has been given. The Library reserves the right to show due diligence in determining the appropriateness of an assignment for any volunteer.

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- 5.10 Each volunteer shall have a specific paid staff member to whom he or she reports who will be responsible for day to day consultation, support and direction.
- 5.11 Volunteers should carry out their work on a regular schedule and timely basis to ensure good quality services. They should inform staff, as indicated in the orientation handbook, if they are going to be absent as soon as possible so alternate arrangements can be made.
- In the case of ongoing absence with reason, the volunteer will be contacted to see if they are interested in continuing their assignment or if they would like a change in assignment or leave of absence. If a volunteer is absent without reason or notification, they will be contacted and/or termination of the placement will be considered.
- 5.12 Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information which they may be exposed to while serving as a volunteer, whether this information involves single members of staff, volunteers, patrons, or other persons, or involves the overall business of the Library. Volunteers are required to sign a confidentiality statement as a condition of participation in the volunteer program. Failure to maintain confidentiality may result in immediate termination of the volunteer, and/or other corrective action.
- 5.13 The Library shall take steps to ensure that all volunteers have obtained liability coverage. Volunteers must be covered by their own vehicle insurance where their voluntary activity involves the use of a vehicle and 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.
- 5.14 In the event of a union-initiated work stoppage or legal strike, volunteers will not cross the picket line.
- 5.15 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.
- 5.16 Volunteers should seek prior consultation and approval from appropriate staff prior to any action or statement which might affect or obligate Barrie 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.
- 5.17 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 applicants.

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- 5.18 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.
- 5.19 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 library 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.
- 5.20 All personal information is collected for internal purposes only. All information is collected under the authority of the Public Libraries Act, RSO 1990 c. P.44. Volunteer records will be kept in a secure location. Volunteer records may include application form; record of interview; references; records of warnings and disciplinary action. All requests for information about volunteers must be through the Coordinator, Volunteer Resources who will consider volunteer files as confidential.

Active volunteers leaving the volunteer program are made inactive and shall have their record (hard copy) kept for a period of seven years and then scheduled for destruction thereafter. Their electronic record is permanently archived after two years. All volunteer records scheduled for destruction shall be placed in confidential waste for destruction.

**6. TASKS THAT MAY BE PERFORMED BY VOLUNTEERS**

- Shelf reading
- Visiting Library Service, Customer service for Café/Boutique
- Special projects
- Administrative functions including photocopying, folding, mailings, crafts etc.
- Community Outreach
- Program assistance
- Assistance with Children's Programs
- Teen Advisory Board

These policies will be reviewed by the board every second year.

Motion #98-55	Approved April 23, 1998
Motion #02-45	Revised October 10, 2002
Motion #04-30	Reviewed October 28, 2004
Motion #06-39	Revised November 23, 2006
Motion #09-20	Reviewed June 25, 2009
Motion #11-16	Revised April 28, 2011
Motion #14-36	Revised November 27, 2014

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Motion #15-27	Reviewed June 25, 2015
Motion #16-34	Reviewed June 23, 2016
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