



Policy Name	Volunteer		
Section & Number	Board P-17	Effective Date	2023-04-20
Motion Number	2023-39	Last Review	
Author	HR Consultant	Next Review	2027

Policy Statement

The volunteer program of the St. Catharines Public Library creates opportunities for community members to actively contribute to the library's vision of excellence in library service. The library welcomes volunteers to participate in the operation of the library while performing a valuable service to the community.

Scope

1. Volunteers are used by the library to enrich and enhance library programs and services. Volunteers do not substitute for or replace paid employees.
2. This policy applies to all volunteers in all programs, including activities that take place outside the library.
3. The Board is not included as its members are appointed by City Council.

Definition

The term "volunteer" refers to a person who performs services for the library without compensation or expectation of compensation, and who performs a task at the direction of, and on behalf of, the library.

Regulations

The following regulations govern Volunteers:

PIPEDA – Personal Information Protection and Electronic Documents Act – In accordance with federal and provincial government privacy legislation to ensure the collection, safeguarding and appropriate disclosure of personal information of volunteers.

OHSA – Occupational Health and Safety Act (Workplace Violence Policy, Workplace Harassment Policy, Sexual Harassment Policy) – all workplaces, including those of volunteers must be free from violence and harassment.

AODA – Access for Ontarians with Disabilities Act – to provide the core principles of independence, dignity, integration, and equality of opportunity for people with disabilities.

Responsibility

The Human Resources Coordinator will set up the Volunteer program including the policy, operational guidelines, recruitment practices, etc.

Operational Guidelines

1. Volunteers will not perform any task or duty for which a license or certification is required or any task or duty which is done by paid library staff.
2. Volunteer tasks may include but are not limited to:
 - a) Delivery of materials to homebound customers,
 - b) Special projects,
 - c) Reading buddies,
 - d) Teen advisory committee, and/or
 - e) Delivery of specialty programs, e.g., chess, origami.
3. Volunteer opportunities will be described in a position description, which will identify the task and responsibilities of the position and the Library department.
4. Volunteers will be interviewed, references and any required documentation e.g., Driver's licence, insurance, police check, will be checked.
5. Volunteers will be trained and all pertinent policies reviewed.
6. Department Managers will review volunteer performance on a regular basis; any corrective actions will be discussed and documented.
7. Volunteers will be recognized for their contributions through the annual Volunteer Recognition.

Implementation

The CEO oversees the coordination and implementation of the volunteer program.