VOLUNTEER POLICY

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Preamble

The Stormont, Dundas & Glengarry County Library values the important contribution volunteers make to the organisation. Volunteers make the SD&G County Library a better library by contributing their expertise, knowledge, and time in addition to strengthening the link to the communities we serve.

The purpose of this policy is to define the roles and responsibilities for volunteers within the Stormont, Dundas & Glengarry County Library.

Definition

A volunteer is someone who performs tasks for the Stormont, Dundas & Glengarry County Library without wages, benefits or expectation of compensation, beyond reimbursement of mileage, of any kind. Volunteers do not replace paid staff, but enhance and extend their services, and are not considered as employees of the Library. Volunteers are members of the Library in good standing.

Regular Volunteer Stream

1. All volunteers, 18 years of age and older, are required to complete the "Safe Steps Volunteer Screening" process recommended by Volunteer Canada and administered by the Library. As part of this procedure, volunteers must provide a Criminal Reference Check (CRC) at their own

expense. The cost of the CRC will be refunded by the Library after the completion of three consecutive months of volunteer service.

2. Every effort will be made to match volunteer ability to the opportunity available. The Library's overall mandate, however, must always take precedence and opportunity for volunteer involvement may be restricted.

3. Assignments will be for regular specified hours and/or events and subject to regular review.

4. All volunteers will receive orientation to the organisation and will be provided with the necessary training for satisfactory performance, including suitable instruction in Health and Safety and Workplace Hazardous Materials (WHMIS).

5. Opportunities for volunteer placements are identified by the Manager of Library Services and the Communications & Marketing Librarian.

6. The minimum age for volunteers is 14. Teen Advisory Group, Homework Helpers and Reading Buddies volunteers may start at 12 years of age.

7. Volunteers must sign a confidentiality agreement as a condition of participation in the volunteer program. Failure to maintain confidentiality will result in immediate termination.

8. Volunteers are responsible for their own liability coverage and for their own parking tickets and/or fines.

9. The Library will, upon request from the volunteer, issue a letter confirming the volunteer's contribution, but will not provide letters of reference.

10. Library job postings are open to volunteers who will be treated and evaluated on the same basis as all other external applicants.

11. 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.

12. Recommended volunteer activities are listed in Appendix A.

High School Students and 40 Hours of Community Service

1. High School students may participate in volunteer tasks reserved for community service, including Homework Help, Reading Buddies, and Teen Advisory Committee, and as a regular volunteer.

2. The Library reserves the right to limit the number of student volunteers in order to provide proper instruction and supervision.

3. Students will, at all times, be working with a staff member.

4. Students wishing to volunteer for the Reading Buddies program, or Homework Helpers, should be proficient in English and/or French and may wish to provide a recommendation from a teacher.

5. If a student is unable or unwilling to fulfill an agreed-upon volunteer commitment, or is deemed unsuitable for the placement, Library Administration will contact the student's school.

6. Recommended community service activities are listed in Appendix A.

<u>Appendix A: Recommended Volunteer Activities</u>

Regular Volunteer Stream:

- Shelf-straightening : volunteers tidy bookshelves and remove out-of-place items. Shelf-straighteners do not rearrange misshelved materials, instead they leave them on book carts for Library staff to reshelve..

- Shelf-reading: more challenging than shelf-straightening. In addition to tidying books, Shelf-Readers rearrange the contents of individual shelves so that materials are in order. This task requires a grasp of the shelving categories, the Dewey Decimal System, and alphabetization. Shelf-readers do not move out-of-place items from one shelf to another, but leave them on a cart for Library Staff to re-shelve.

- Shut-in Drivers: volunteers deliver and pick up bags of library material one day a month to housebound patrons, or "Shut-ins". This task

requires a car and moderate to heavy lifting, as well as a firm commitment to participate every month on a regular basis.

- Special Projects: as the need arises.

- Care of Library Gardens: volunteers water and weed the gardens and potted plants outside the branches. Extra help is needed in the spring to prepare the soil and to put in new plants, and at the end of the season to prepare the beds and planters for the winter. This task requires bending, light lifting and an eagerness to get dirty as well as a regular weekly commitment.

High School Students' Community Service:

- Reading Buddies: student assists a younger child with reading practice during the summer

- Publicity Walks: student assists a staff member delivering library publicity in neighbourhoods surrounding a branch library

- Library moves or reorganizing: student assists staff who are moving or shifting Library material. Cleaning shelves and re-shelving books may be required

- Homework: students assist younger students with their homework.

- Book sales: student assists staff with setting up prior to a sale, moving and unpacking boxes of books, keeping tables filled, stacking empty boxes for recycling, re-packing remainders, cleaning up, and taking down tables

- Teen Advisory Group (12- 18 years of age): meet monthly to recommend and review library materials for teens. TAG volunteers also suggest ideas for library programs for teens and help organize and promote teen programs.