



# Volunteer Policy

**For:** The Stormont, Dundas and Glengarry  
County Library Board

**Policy No.:** 2009-01

**Policy Type:** Operational

**Effective Date:** June 20, 2024

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

This volunteer policy provides guidance and direction to management, staff and volunteers within the SDG Library.

## Volunteer Definition

A volunteer is someone who performs tasks for the SDG Library without wages, benefits or expectation of compensation. Volunteers do not replace paid staff but enhance and extend their services. Volunteers should be members of the Library in good standing, unless approved by the Director of Library Services or designate.

## Eligibility for Volunteering

1. All volunteers are required to complete a *Volunteer Application Form* (see Appendix A). Potential volunteers will be interviewed to determine their suitability and interests.
2. The minimum age for volunteers is 14, unless approved by the Director of Library Services or designate. Volunteers 18 years of age or older will be required to provide a Police Vulnerable Sector Check at their own expense. The Vulnerable Sector Check will be valid for a period of three (3) years, with volunteers providing the SDG Library, on a yearly basis, with an affidavit stating that there has been no change that may affect the results of a Vulnerable Sector Check. After a period of three (3) years, Volunteers will be requested to provide SDG Library with a new Vulnerable Sector Check.
3. The service of paid staff members as volunteers is accepted, provided that the volunteer service is:
  - a. initiated by the staff member;
  - b. provided voluntarily;
  - c. involves work that is outside the normal scope of duties and working hours for that staff member.

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4. Family members of paid staff can volunteer with the Library but will not be placed under the direct supervision of their family members who are employed by the Library.
5. Opportunities for volunteers are identified by staff on an as-needed basis. Selection of volunteers is based on:
  - a. Skills necessary to perform particular tasks or duties;
  - b. Ability of the volunteer to commit to the schedule required for the tasks or projects;
  - c. Capacity of the Library.

## Volunteer Program

6. A system of records will be maintained on each volunteer. Volunteer records shall be given the same confidentiality as paid staff personnel records.
7. Volunteers will perform volunteer tasks under the supervision of at least one paid staff member.
8. Volunteer tasks may include but are not limited to:
  - a. Shelf reading and shelving;
  - b. Delivery of materials to home service patrons;
  - c. Customer service for special service areas;
  - d. Special projects;
  - e. Care of Library plants and/or gardens;
  - f. Reading buddies;
  - g. Advisory committees;
  - h. Supporting staff in preparation for programs (crafts, etc).
9. All volunteers will receive orientation and training in relation to their volunteer placement.

## Responsibilities Of Volunteers

10. Volunteers must complete necessary orientation and training for their assignment and are required to complete training mandated by legislation, prior to commencement of volunteering activities.
11. Volunteers must sign a *Volunteer Agreement* (see Appendix B) that includes their responsibility to maintain the confidentiality of all privileged information they are exposed to while serving as a volunteer. Failure to maintain confidentiality could result in immediate dismissal.
12. Volunteers are expected to follow all Library policies and procedures, maintain a professional level of behaviour, and uphold the professional image of the Library.



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13. Volunteers must be covered by their own vehicle insurance where their assignment involves the use of a vehicle. Volunteers are responsible for their own parking tickets and fines incurred during volunteer assignments. Volunteers will not be compensated for mileage incurred during volunteer hours.

## **Reassignment and Dismissal of Volunteers**

14. Volunteers who do not adhere to the policies and procedures and/or maintain a professional level of behaviour and image of the SDG Library, or who fail to satisfactorily perform their assignments, may be dismissed.
15. The SDG Library may at any time, for whatever reason, decide to discontinue a volunteer's relationship with the Library or make changes to their volunteer assignment.
16. SDG Library job postings are open to volunteers, who will be treated and evaluated on the same basis as all other external applicants.

## **APPENDIX A**

### Volunteer Application Form



# Volunteer Application Form

Date: \_\_\_\_\_

First Name(s)

Last Name

Address

City

Postal Code

Telephone

Email

Are you a member of the SDG Library?  Yes  No

SDG Library card number \_\_\_\_\_

Work/Volunteer Experience

Languages Spoken: \_\_\_\_\_

Why are you interested in volunteering with the SDG Library?

Preferred location(s) for volunteering:

- |   |                                       |   |
|---|---------------------------------------|---|
| <input type="checkbox"/> Alexandria     | <input type="checkbox"/> Avonmore     | <input type="checkbox"/> Chesterville   |
| <input type="checkbox"/> Crysler        | <input type="checkbox"/> Finch        | <input type="checkbox"/> Ingleside      |
| <input type="checkbox"/> Iroquois       | <input type="checkbox"/> Lancaster    | <input type="checkbox"/> Long Sault     |
| <input type="checkbox"/> Maxville       | <input type="checkbox"/> Morrisburg   | <input type="checkbox"/> South Mountain |
| <input type="checkbox"/> Williamsburg   | <input type="checkbox"/> Williamstown | <input type="checkbox"/> Winchester     |
| <input type="checkbox"/> Administration |                                       |   |

How often do you wish to volunteer? \_\_\_\_\_ hours/week \_\_\_\_\_ days/month

How did you hear about volunteer opportunities at the SDG Library?

Are you applying in order to meet the secondary school community involvement requirement?

- Yes       No

If yes, please indicate the school: \_\_\_\_\_

**For Applicants Under 18 (minimum age 14 years old)**

Applicant's Age _____
Parent/Guardian's Name
Parent/Guardian's Signature

**For Library Staff Use**

Date Received:

Other info:

- Interview    References    WHMIS    DS    CL

If applicant is 18 years or older:  Vulnerable Sector Check

## References (For Applicants 18 years and older)

Please provide contact information for two (2) references (volunteer, employment and/or academic).

Reference:

First Name(s)	Last Name
Position/Job Title	Relation to Applicant
Phone Number	Email

Reference:

First Name(s)	Last Name
Position/Job Title	Relation to Applicant
Phone Number	Email

I hereby give my permission for Stormont, Dundas & Glengarry County Library to contact any or all of the references above, and for each person listed to release the requested personal information to authorized staff at the Stormont, Dundas & Glengarry County Library.

Applicant's name (please print)	Date
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Applicant's signature

### Vulnerable Sector Check

All new volunteers are required to provide a Vulnerable Sector Check at their own expense following the interview stage of the application process.

Personal information on this form is collected under the authority of the Public Libraries Act, R.S.O. 1990, c.P44, and is subject to the provisions of the Municipal Freedom of Information and Personal Privacy Act. This information is used for the administration of Library operations only. Questions about this collection should be forwarded to: Library Services, 26 Pitt St., Cornwall, ON K6J 3P2 613-936-8777.

## **APPENDIX B**

### Volunteer Agreement





# Volunteer Agreement

**As a Volunteer, I fully understand and agree to the following:**

I agree to hold harmless the Library from all claims, demands, causes of action, loss, costs or damages that the Library may suffer, incur or be liable for in relation to any injury or property damage I may suffer or cause in connection with my participation as a volunteer. I hereby release, waive, and discharge the Library from all liability to my heirs, executors, administrators, and assignees for all loss or damage and any claims or demands for such loss or damage on account of injury to person or property.

I understand the Ontario Workplace Safety and Insurance Act does not apply to volunteers, and that as a result I am not entitled to make any claims for compensation pursuant to the Ontario Workplace Safety and Insurance Act.

Pursuant to Section 39(1) of the *Municipal Freedom of Information & Protection of Privacy Act 1989*, I authorize the Library to verify all information and/or dates contained in my application including contacting the persons listed for the purpose of obtaining personal references and any data contained in my personnel file.

That except as authorized, I will not disclose, release or make use of any confidential or personal information that has been shared with, or acquired by me as a volunteer.

That I will not receive any remuneration, salary, wage, payment or any employee benefits whatsoever, and I understand that there is no employment relationship as a result of my volunteer activity. Further I understand that the Library may at its sole discretion reassign me or terminate my services as a volunteer, without notice or compensation.

I give permission for my picture to be taken at Library events, and for those pictures and/or my verbal or written comments to be used by the Library for publicity and campaign purposes.

\_\_\_\_\_  
Signature of Volunteer

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Staff

\_\_\_\_\_  
Date

**If under 18 years of age, a parent or legal guardian is also required to sign.**

I hereby certify that I am the parent/legal guardian of \_\_\_\_\_ and that they have my permission to serve as a volunteer with the Library. As the parent/legal guardian, I fully understand and have full knowledge of the nature and extent of the risks involved with their participation as a volunteer.

\_\_\_\_\_  
Signature of Parent/Legal Guardian

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Staff

\_\_\_\_\_  
Date