

Town of Hanna Library Board**Volunteer Policy****Purpose:**

To provide guidelines for the volunteer program at Hanna Municipal Library.

Introduction:

The Hanna Municipal Library values the important contribution volunteers make to our organization. By contributing their expertise, knowledge, and time, volunteers strengthen the library's link to the community.

Definition:

Volunteer: a person who performs services for Hanna Municipal Library without wages, benefits, or expectations of compensation. Volunteers are supplement to paid staff and therefore shall not solely be responsible for core operational activities.

Staff: a paid employee, responsible for core operational activities

Roles and Responsibilities:

Volunteers are guided and bound by the same policies and procedures as library staff.

Volunteers must obtain approval from the Library Board prior to taking any action or making any statement that might affect or obligate the library.

The library will, upon request from the volunteer, provide a letter of reference to the volunteer when appropriate.

As a representative of the library, volunteers are responsible for presenting a good image in the community. Volunteers shall dress appropriately for the conditions and performance of their duties.

Tasks that may be performed by Volunteers:

Volunteer tasks may include but are not limited to:

- Shelf reading and shelving
- Delivery of materials to shut-ins, nursing homes, seniors' residences, etc.
- Preparation for and assistance with fundraisers, for example: book sales, library giving day, Christmas tree fundraiser
- Preparation for and assistance with programming
- Lead 'Hobby Instruction' Program (1 per month)
- Special Projects (ex. Coffee Break)
- Other tasks which may be mutually agreed to by the Library Director and Library Board

All volunteers operate under the supervision of the Library Director with functional guidance being provided by other staff members in the library. Any questions, health and safety concerns, and reports of sickness or inability to work volunteer shifts should be directed to the Library Director.

Recruitment and Orientation

Volunteers must be at least 14 years of age. A parent signature is required for volunteers who are 14 or 15 years of age.

The screening process at Hanna Municipal Library follows the guidelines specified by the volunteer screening process recommended by Volunteer Canada. These steps include risk management, clear job descriptions, application forms, formal interview and reference checks, criminal record check, orientation and training, supervision, and follow-up. Where deemed necessary a vulnerable sector check may also be required. All volunteers are required to complete this screening process.

Within the first three months of becoming a volunteer, all volunteers are required to attend a general orientation session on the nature, purpose, and mission of the library and on the volunteer program. Volunteers may be given a tour of the library, if necessary.

Volunteers will receive training to provide them with information on:

- Knowledge and skills necessary to perform their assignments
- The operation of the program or service to which they are assigned
- The purpose and requirements of the assignment
- Hazards that may be encountered

Dismissal:

Volunteers who do not adhere to the policies and procedures of the library may be dismissed.

While on Hanna Municipal Library property and/or while performing volunteer activities on behalf of the Library, volunteers are expected to maintain a professional level of behaviour. If the behaviour of the volunteer is deemed to drop below acceptable standards, the supervisor will give a warning to the volunteer to improve performance. If the volunteer's performance has not improved during a given time period, the volunteer will be dismissed from the program.

Grounds for immediate dismissal include, but are not limited to:

- Insubordination
- Unwillingness or inability to support and further the mission of the Library
- Theft of library property
- Illegal, violent, or unsafe acts
- Abuse or mistreatment of library users, staff, or fellow volunteers
- Smoking in unauthorized areas
- Being under the influence of alcohol or drugs
- Being under the influence of, possessing, selling, or otherwise being involved with illegal drugs
- Behaviour that would be considered as harassment

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