

DATE OF LAST REVISION: FEB. 2011**POLICY/PROCEDURE TYPE: PUBLIC SERVICE****REVIEW SCHEDULE : 5 YEARS**

BACKGROUND Volunteers are a valuable resource to the Library and its stakeholders, supplementing the efforts of staff in providing quality Library collections, services, and programs to the community.

TYPES OF PLACEMENT This policy applies to all individuals performing work for the Library without financial compensation, including:

- Secondary school students completing mandatory community service requirements.
- Secondary school students completing co-op programs.
- Individuals referred by churches or other religious institutions.
- Special needs individuals referred by social service agencies / institutions.
- Community members offering programs or services to the Library on a voluntary basis.

INSURANCE All volunteers doing Library placements on Library premises are covered by the Town of Markham's insurance policy for third party liability. Volunteers are excluded from WSIB benefits under the Ontario Workplace Safety and Insurance Act.

Adult volunteers delivering or picking library materials for homebound customers must have their own auto insurance policy and are required to inform their insurance company about volunteering for Markham Public Library and their duties.

REQUIREMENTS - GENERAL

Volunteers shall:

- Be 13 years of age or older.
- Attend a Library Volunteer Information Session
- Commit to a minimum of 40 hours of volunteer service
- Submit a completed application form with references (Volunteer Application Form)
- Be able to work as a member of a team

A Vulnerable Sector Screening will be required for all adult volunteers. The screening must be within 12 months of the start date of the volunteer. The screening will be at the expense of the volunteer and does not guarantee placement in MPL's volunteer program.

Individuals volunteering for community service purposes must provide the appropriate documentation from the sponsoring agency, prior to the commencement of their placement. Appropriate documentation includes:

- Work Education Agreement for Secondary Schools, signed by a teacher or other school official.
- Letter signed by priest/pastor/minister/rabbi or other official for individuals completing religious requirements.
- Letter signed by agency/institution officer for special needs people.

REQUIREMENTS – DELIVERIES TO HOMEBOUND CUSTOMERS

Volunteers using a private motor vehicle for delivering or picking up library materials for homebound customers:-

- Must possess a valid Province of Ontario driver's license and carry the license while driving.

- Are required to provide proof of a valid Province of Ontario driver's license upon request of library staff.
- Must carry an automobile insurance policy that includes business liability coverage for at least \$1 million for third person bodily injury and property damage.
- Are required to provide proof of this policy upon request of library staff.
- Are required to inform their insurance company about volunteering for Markham Public Library and their duties.
- Shall report any accident immediately to the Supervisor or Manager if directly or indirectly involved in an accident resulting in personal injury or property damage in the course of volunteering for Markham Public Library. (Supervisor or Manager will then advise the Clerk's Department of the accident.)
- Are ineligible for reimbursement of any automobile travel expenses related to carrying out volunteer work for the Library.

(For further information, please refer to the Town of Markham's "Fleet Department Policies and Procedures":

http://checkmark.markham.ca/COMM/Operations/Docs/Policies/Fleet_Policy_Master.pdf)

RECRUITMENT

Volunteers may apply unsolicited, be referred by Information Markham or Volunteer Centre, or respond to Library publicity, including information on the Library's website. Selection of volunteers will be based on the skills necessary to perform particular tasks or projects, the ability of the volunteer to commit to a minimum number of hours, and the timing of the hours required.

LIBRARY'S OBLIGATIONS

Volunteer work should be beneficial to both the volunteer and the Library. To ensure a successful volunteer experience, the Library undertakes to do the following for each volunteer:

- Orient the volunteer to the department and work facility at the beginning of the volunteer's placement (see Appendix A – Volunteer Position Orientation).
- Provide a well-defined job description with appropriate training and supervision. To ensure this, the Library may choose to limit the number of volunteers working at a specific location at any one time.
- Provide a work schedule that is acceptable to both parties.
- Provide a safe work environment and explain safe operating procedures for all duties (see Appendix B – Volunteer Position Health and Safety Concerns and Precautionary Measures).
- Maintain a Volunteer Work Log
- Provide a volunteer assignment that is worthwhile and promotes learning and growth.
- Provide verbal feedback regarding work performance, throughout the placement.
- Complete any required documentation pertaining to the individual's progress in or completion of the placement, in a timely fashion.

VOLUNTEER'S OBLIGATIONS

Volunteer experience provides the individual with the opportunity to develop and foster good work habits, which should be beneficial to the volunteer in the future.

The following are the obligations of the Library volunteer:

- Undertake to make a meaningful commitment to the Library.
- Commit a minimum total time of 40 hours.
- (Volunteers involved in fundraising activities or in a Friends of the Library

capacity such as the Thornhill Village Annual Book Sale, may not be required to complete the minimum 40- hour commitment.)

- Report to work, as scheduled, and be punctual.
- Report all absences to the supervisor in sufficient time that alternate arrangements can be made, if required.
- Record hours worked and tasks accomplished
- Familiarize himself/herself with the Occupational Health and Safety Act, the Library's Health and Safety Policy, and report any safety hazards or incidents to the immediate supervisor.
- At all times, maintain the dignity and integrity of the Library and the Town of Markham, adhering to the Library's policies, procedures, and Rules of Conduct.
- Wear an identity badge at all times during a scheduled shift.
- Work for a minimum shift length of 2 hours. Do not exceed 4-hour shifts, except in special circumstances.
- When doing a secondary school mandatory community service placement, complete the placement within 6 months of the start date.

DUTIES

Volunteers provide support services and assistance to employees, as requested by employees and directed by a supervisor or designate. Volunteers will not be used to replace or displace unionized employees. Tasks will be such that they can be performed satisfactorily with reasonable in-house training.

The following tasks are deemed appropriate for volunteers:

Collection Maintenance Assistance:

Under the direction of the Borrower Services Supervisor or designate:

- Perform pre-shelving routines such as putting carts in order and shelf-reading
- Shelve and maintain tidiness of library items in the browsing collections including periodicals, newspapers, CDs, board books, and paperbacks
- Affix labels as assigned
- Pull out periodicals and newspapers according to retention guidelines and condition for employees to assess
- Prepare books for book sale, and tidy book sale area
- As appropriate, assist with emptying drop boxes
- Check non-print materials for damage
- Search for items listed on reports (weeding reports, claimed returns, etc.)
- Shift items on shelves
- Tidy up display areas

Program Assistance:

Volunteer participation in reading/tutoring and other programs is covered under a separate policy, "Management Policy on Program Volunteers".

General Maintenance:

Under the direction of the Borrower Services Supervisor or designate:

- Dust and wash shelves, wash toys, books and video covers
- Clean PAC screens and keyboards
- Photocopy
- Take out recycling
- Cut scrap paper, sharpen pencils, and replenish supplies at PACs
- Grounds-keeping/gardening
- Assist with supply delivery such as opening boxes

Homebound Service:

- Deliver and pick up library materials for homebound customers

EVALUATION

The volunteer will be given verbal feedback regarding performance. After ten hours of volunteer service, duties will be reviewed and tasks reassigned, as necessary. The sponsoring agencies often require various types of evaluation or follow-up to each placement. The Library undertakes to complete required written and verbal evaluations in a timely fashion. These include the following:

- Written evaluations for post-secondary students in work placements completed by the Supervisor overseeing the individual's work.
- Written evaluations for co-op program students completed by the Supervisor overseeing the individual's work.
- Written confirmations of completion of hours, as required.
- The designated supervisor of the volunteer shall complete a Volunteer Work Summary Form.
- All volunteers shall complete a Volunteer Exit Evaluation Form upon their completion of service.

**EARLY TERMINATION
OF PLACEMENTS**

- The Supervisor informs the sponsoring agency of the problem, indicating that the placement may be terminated if the problem continues.
- If there is still insufficient improvement following this, the Supervisor updates the Manager, who then renders a decision concerning termination.
- The Branch Manager informs the volunteer and/or the sponsoring agency of the decision to terminate.
- The Manager updates the Director, Service Delivery concerning this decision, outlining the reasons for termination.
- In cases where the volunteer is found to have committed an illegal activity in the Library or in association with the placement, the placement is terminated immediately, without warning. The sponsoring agency is informed of this decision.
- Should an illegal act be committed, the Library will follow established procedures and may pursue any appropriate legal action.

RELATED DOCUMENTS

- Volunteer Position Orientation (Appendix A)
- Volunteer Position Health and Safety Concerns and Precautionary Measures (Appendix B)
- Teen Volunteer Application Form (Appendix C)
- Adult Volunteer Application Form (Appendix D)
- Consent to Conduct Reference Check (Appendix E)
- Volunteer Work Log (Appendix F)
- Volunteer Work Summary Form (Appendix G)
- Volunteer Exit Evaluation Form (Appendix H)
- Volunteer Frequently Asked Questions (Appendix J)
- Volunteer Email Inquiry – scripted reply (Appendix K)
- Volunteer Interview Questions (Appendix L)
- Adult Volunteer Application Form, Homebound Service (Appendix M)
- Accessible Customer Service Guide Signature Form (Appendix N)
- Workplace Violence & Workplace Harassment Policy Signature Form (Appendix P)