

Niagara Falls Public Library	Date Effectuated	Volunteers
	Sept. 2005	
	Last Revised	
	September 17, 2014	

SECTION VOL

Purpose

The purpose of this policy is to define the roles and responsibilities for volunteers within the Niagara Falls Public Library. The Niagara Falls Public Library supports community volunteer participation in our organization. Volunteers help make the Niagara Falls Public Library a better library not only by contributing their expertise, knowledge, and time but also by strengthening the link to the communities we serve. The Volunteer Program also serves as a method for residents to become familiar with the library.

Volunteer participation is under the direction and supervision of library staff or designate in order to ensure the safety and security of clients, staff and volunteers.

Guidelines

Definitions

A volunteer is a person who performs assigned tasks for the Niagara Falls Public Library without expected wages, benefits, or compensation of any kind. Volunteers do not replace paid Library staff, but enhance and extend their services, and are not considered employees of the Niagara Falls Public Library. Their contribution enhances and extends library service.

Special volunteers may include, but are not limited to:

- students required to perform community service as an education requirement
- individuals participating in work programs provided by community health and social services agencies
- students requiring internships or cooperative placements

In each case, an agreement must be in effect with the organization, school or program from which the volunteers originate and must identify responsibility for managements and care of the volunteers.

Policy - Roles and Responsibilities

The Chief Librarian has the responsibility for the implementation of this policy. The on-site management of volunteers is the responsibility of the designated library staff.

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Recruitment and Orientation

- Volunteers must be at least 14 years of age and an application must be filled out for all those who intend to volunteer for the library for more than one week. A parent's signature is required for those volunteers who are 14 or 15 years of age.
- The Library accepts the service of any volunteer with the understanding that such service does not constitute an obstruction to or conflict with the provision of services to patrons or others. Volunteers agree that the Library may at any time, for whatever reason, decide to terminate the volunteers' relationship with the Library or to make changes in the nature of their volunteer assignment.
- Opportunities for volunteer placements are identified by senior staff. Every effort will be made to match volunteer ability to the opportunity available. However, the library's overall mandate must always take precedence and opportunity for volunteer involvement may be restricted.
- The screening process at Niagara Falls Public Library follows the guidelines specified by the Safe Steps Volunteer Screening process recommended by Volunteer Canada. These steps include risk management, clear job descriptions, application forms, formal interview, reference checks, orientation and training, supervision and follow-up and Vulnerable Sector Police Records Checks where deemed necessary. Individuals who refuse to comply will not be accepted as a volunteer.
- The Library will show due diligence in determining the appropriateness of an assignment for any volunteer. Additional documentation may be required by the Library. All volunteers over 18 years of age, at the discretion of the Chief Librarian, may be required to provide a satisfactory Vulnerable Sector Police Records Check from Niagara Regional Police.
- Volunteers who have completed 3 months of service to the Niagara Falls Public Library may be eligible for reimbursement of the Vulnerable Sector Police Records Check fee.
- *All* volunteers are required to complete an application form prior to being assigned to a volunteer position. Potential volunteers may be interviewed to ascertain their suitability, interest and ability to undertake the position. In placing a volunteer in a position, attention shall be paid to the interests and capabilities of the volunteer, and to the requirements of that volunteer position.
- Volunteers are considered to be officially accepted and enrolled by the Library upon successful completion of interview and reference check.

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- All volunteers will be given an orientation including AODA, Health & Safety training and any other legislated training as appropriate as well as any that are relevant to the policies, procedures, role, responsibilities of the assigned volunteer position.
- All personal information about volunteers is collected of internal purposes only in accordance with the Library's Privacy Policy. Volunteer personnel files will be retained until the volunteer is no longer active with the library.

Volunteer Responsibilities

- Volunteers are responsible for presenting a good public image, and must dress appropriately for the conditions and performance of their duties. Volunteers must present a courteous manner at all times.
- Volunteers will abide by all library policies and comply with the library's Health & Safety, AODA and other policies and procedures.
- When expecting to be absent from a scheduled volunteer duty, the volunteer should inform his or her staff supervisor in advance so a replacement can be found. Continual absenteeism will result in a review of the volunteer's placement.
- Volunteers must be covered by their own vehicle insurance where their voluntary activity involves the use of a vehicle and are liable for their own parking tickets and/or fines related to driving offenses.
- Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information that they may be exposed to while serving as a volunteer whether this information involves single members of staff, volunteers, customers, or other persons, or involves the overall business of the Library. Failure to maintain confidentiality may result in immediate termination of volunteer duties and/or other corrective action.
- Volunteers must obtain approval from appropriate Library staff 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. In the event of an opening for a paid position within the Library, volunteers who apply for the position shall be treated and evaluated on the same basis as all other external applicants.

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Volunteer Termination

The Niagara Falls Public Library Board reserves the right to at any time and for any reason to terminate a volunteer's relationship with the Library or make changes to the nature of the volunteer assignment.

Date effected September 2005, Last Reviewed February 27, 2008,
Last Revised September 17, 2014



Niagara Falls Public Library

Volunteer Application Form

Personal Information

Last Name:	First Name:
Address:	
City:	Postal Code:
Phone: ()	Email:
Date of Birth:	
Emergency Contact:	Phone:()
Education:	
Work Experience:	
Volunteer Experience:	
Why would you like to volunteer for the Niagara Falls Public Library?	

Volunteer Opportunities

Adult programs volunteer <input type="checkbox"/>	Children's Program Volunteer <input type="checkbox"/>
Visiting Library Service <input type="checkbox"/>	Community Service Hours <input type="checkbox"/>
Special events volunteer <input type="checkbox"/>	

Availability

	M	T	W	TH	F	S/S
Morning						
Afternoon						
Evening						



References

Name:	Phone: ()
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Name:	Phone: ()
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I declare the information provided to be true and complete, and authorize the Niagara Falls Public Library to solicit reference from those named above. I understand that a Vulnerable Sector Screening Police Check is required as part of the application process to volunteer with Niagara Falls Public Library's Visiting Library Service.

Volunteer Signature:	Date:
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*Parent/Guardian Signature:	Date:
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*Parent/Legal Guardian's signature is require if volunteer is is under the age of 16. By signing, the parent/legal guardian recognizes the volunteer as a minor pursuant to the *Age of Majority and Accountability Act* and that they have permission to serve as a volunteer with the Library.

Confidentiality Agreement, Volunteer Code of Conduct and Privacy

I understand that it is the policy of The Niagara Falls Public Library to protect the privacy of those who use the Library and I agree to hold all information about patrons in confidence. In addition, I understand that a breach of confidentiality is immediate ground for dismissal as a volunteer.

The Niagara Falls Public Library will immediately terminate the Volunteer Contract should the volunteer be involved in any inappropriate conduct. Personal information on this form is collected under the authority of the Freedom of Information and Protection of Privacy Act 1989 and shall not be used of disclosed for purposes other than determining eligibility and suitability for volunteering at Niagara Falls Public Library. Personal information shall be retained only for the period of time required to fulfill the purposes for which it was collected. Personal information shall be protected by safeguards that are appropriate for the sensitivity of the information collected. Questions regarding the collection of this information should be directed to the Chief Librarian.

For Office Use Only

Police Check:	AODA / H&S Training:
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Driver's Licence #	Insurance Policy & #
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Start Date:	Position / Location:
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