

Ajax Public Library Library Volunteer Policy



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1. Purpose

The Ajax Public Library Board encourages all members of the community to volunteer their talents and assistance to support the Library's mission to improve the quality of life, foster life-long learning, encourage community involvement, and meet the varying educational and social needs of all members of its communities, within available resources.

The Volunteer Program Mission Statement

Volunteer services are one of the means by which the Library extends and enhances services to the public. The purpose of the volunteer service program is to supplement, not replace, the efforts of the Library's employees to meet demands for excellent service; to serve as a method for citizens to become familiar with the Library; to provide a learning experience that could encourage young people to consider a career in librarianship; to serve on specific Committees; and, to provide an opportunity for citizens to volunteer and make positive contributions to their quality of life. Volunteers may be used for special events and projects.

The Library is committed to working towards its goal of becoming a diversity-competent organization and encourages volunteerism from all realms of the diverse community it serves.

2. Procedures

2.1. Volunteer Recruitment

In order to ensure that the Library can provide an appropriate volunteer opportunity for any individual, all volunteers will undergo an application procedure. Individuals seeking a volunteer position must complete an application through Better Impact (<https://app.betterimpact.com/Login/Login>)

Volunteers, eighteen years and older, are required to submit, at point of assignment, proof of a clear Vulnerable Sector Check, issued within the previous six months. The Library will reimburse volunteers for the cost of the Vulnerable Sector Check upon request.

3. Roles and Responsibilities

3.1. Volunteer Rights

- 3.1.1. Volunteers can expect adequate training and support
- 3.1.2. Volunteers can expect to be treated respectfully by all staff and other volunteers.
- 3.1.3. Volunteers can expect feedback on the performance of their duties at the Library.
- 3.1.4. Volunteers have the right to terminate their relationship with the Library at any time, although advance notice is desirable.

3.2. Volunteer Responsibilities

- 3.2.1. Volunteers are expected to conform to all policies of the Ajax Public Library.
- 3.2.2. Volunteers are responsible for maintaining the confidentiality of all privileged information to which they are exposed while serving as volunteers.
- 3.2.3. Volunteers must advise their supervisor of absence from scheduled duty.
- 3.2.4. Volunteers, other than Library Board members, must obtain approval from appropriate staff prior to taking any action or making any statement which might affect or obligate the Library. These actions may include, but are not limited to, public statements to the media, lobbying efforts with other organizations, or any agreements involving contractual or other financial obligations.
- 3.2.5. Volunteers are responsible for presenting a good public image and must dress appropriately for the conditions and performance of their duties.
- 3.2.6. 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.

3.3. Library Rights

3.3.1. The Library maintains the right to deny a volunteer position to anyone it feels is unsuitable for any reason.

3.3.2. The Library maintains the right to evaluate and correct the work performance of any volunteer. As well, volunteers should understand that the Library may, at any time, for whatever reason, decide to end any volunteer's placement.

3.4. Library Responsibilities

3.4.1. The Library will ensure that volunteers have staff contacts that will assign work; and provide support and direction.

3.4.2. The Library will ensure that adequate training is provided.

3.5. Student Community Hours

3.5.1. The Library works cooperatively with local students who must complete service hours as part of an authorized school program to earn academic credit or advanced awards. Students will be accepted if there is a suitable job match when skills, interests, and schedules are considered.

3.6. Volunteer Liability Insurance

3.6.1. The Ministry of Education/educational institutions must provide WSIB coverage for the entire placement periods for their students from all schools, colleges, and university cooperative placement programs.

3.6.2. Library volunteers, who are unpaid, and not registered as part of any Ministry of Education & Training programs are covered for liability under the Town of Ajax insurance plan.

4. Related Documents

4.1. Corporate Services – Vulnerable Sector Check Request Letter

4.2. Corporate Services – Volunteer Hours letter