Policy Name:	**Volunteers**
Policy Type:	**Volunteering**
Policy Number:	**VOL-1**
Original Adoption Date:	**January 2008**
Current Approval:	**September 2025**
Review:	**February 2028**
Motion:	**2025:66**

Volunteers

1. **Purpose:**

The Orillia Public Library Volunteer Policy provides a framework for volunteers to support the delivery of library services, in accordance with other OPL policies and procedures.

OPL is committed to developing and maintaining a volunteer program that provides OPL volunteers with meaningful opportunities that enhance and enrich OPL services while also promoting social inclusion, developing leadership skills, and supporting the Library in its Vision, Mission, and Values.

2. **Policy:**

The Orillia Public Library recognizes and values the important contributions of volunteers in supporting and enhancing library services. Volunteers are a vital part of the Library's connection to the community and are engaged in roles that complement, but do not replace, the work of paid staff.

The Library is committed to providing volunteers with meaningful, inclusive, and enriching opportunities that align with OPL's Vision, Mission, and Values. All volunteer activities will be governed by established policies, procedures, and guidelines that ensure a safe, respectful, and supportive environment for volunteers, staff, and Library users.

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3. Procedure

Section 1 – Scope

a. Volunteers are engaged by the Library to enrich and enhance Library programs and services. Volunteers do not substitute for or replace paid staff.
b. This policy applies to all volunteers, including activities that take place outside the Library's primary facility.
c. Volunteer programs will be considered in terms of the Library's needs and ability to provide the necessary space, supervision, and appropriate workplace conditions. The Library may not be able to accept all volunteer applicants.

Section 2 – Responsibility for the Program

a. The Chief Executive Officer, or designate, oversees and coordinates the volunteer program by:
    i. planning for effective volunteer utilization.
    ii. assisting staff in identifying productive and meaningful volunteer assignments.
    iii. recruiting suitable volunteers.
    iv. training staff to supervise volunteers effectively.
    v. managing corrective action of volunteers.
    vi. tracking and evaluating the statistical data reflecting the contribution of volunteers to the Library.
    vii. officially recognizing volunteers for their contributions.
b. A system of records is maintained on each volunteer. Volunteer records will be given the same confidentiality as paid staff personnel records.

c. The Library will take responsibility for ensuring that liability insurance covers volunteers.

Section 3 – Tasks That May be Performed by Volunteers

a. Volunteers will not perform any task or duty for which a license or certification is required if the volunteer does not hold such license or certification.
b. Volunteer tasks may include but are not limited to:
    i. shelf maintenance.
    ii. delivery of materials to home service patrons.
    iii. special projects.
    iv. care of Library plants and/or gardens.
    v. advisory committees.
    vi. supporting staff in preparation for programs.
    vii. participating in the Teen Leadership Committee.

Section 4 – Eligibility

a. The term "volunteer" refers to a person who performs services for the Library without compensation or expectation of compensation (beyond reimbursement for pre-approved specified expenses) and, who performs a task at the direction of, and on behalf of, the Library.
b. The Library also welcomes volunteers who are participating in student projects or placements.
c. 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.

d. Family members of paid staff can volunteer with the Library but effort will be made to place them under the direction of a non-family member employed by the Library.
e. The minimum age requirement for volunteers is 14 (or in grade 9). Within the months of July and August, a 13 year old may participate in the volunteer program if they are enrolled in highschool of that September.

Section 5 – Recruitment and Training

a. Volunteer opportunities will be listed on the Orillia Public Library website and will direct those who are interested to fill out an application.
b. Only those who meet the requirements of the particular opportunity will be considered and contacted.
c. Volunteers aged 18 years and over will be required to complete a Police Vulnerable Sector Check at their expense.
d. Within the first three (3) 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; and, will be given a tour of the Library. Volunteers will also complete any legislated mandated training.
e. Volunteers receive training to provide them with information on:
    i. knowledge and skills necessary to perform their volunteer assignment.
    ii. the operation of the program or service to which they are assigned.
    iii. the purpose and requirements of the assignment.

iv. any health and safety hazards that may be encountered during the course of the assignment.

Section 6 – Responsibilities of Volunteers

Volunteers should actively perform their duties to the best of their abilities and remain committed to the mission, vision, and values of the Library. Further, volunteers are expected to abide by all policies and procedures of the Library.

a. Volunteers are responsible for maintaining the confidentiality of all privileged information to which they are exposed while serving as volunteers, whether this information involves staff, volunteers, patrons or other persons, or involves overall Library business. Failure to maintain confidentiality could result in immediate dismissal from the volunteer assignment and/or program.
b. Volunteers should understand that the Library may at any time, for whatever reason, decide to end the volunteer relationship. As well, the volunteer may at any time, for whatever reason, decide to end their volunteer relationship with the Library; notice of such a decision should be communicated as soon as possible to the volunteer's supervisor.
c. When expecting to be absent from scheduled duty, the volunteer should inform their supervisor in advance. Continual absenteeism will result in a review of the volunteer’s assignment and may result in dismissal from the volunteer program.
d. 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.

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Section 7 – Dismissal

a. Volunteers are held to the same Code of Conduct as Library employees. Volunteers who do not adhere to the policies and procedures of the Library or who fail to satisfactorily perform their assignments may be dismissed.
b. While on Orillia Public 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 issue a written warning. If the volunteer's performance has not improved during the given time period, the volunteer will be dismissed from the program.

Related Documents:

- ***Accessibility for Ontarians with Disabilities Act,*** *2005*
- Orillia Public Library: Accessibility in the Library (HR-15)
- Orillia Public Library: Addressing Violence in the Workplace (HR-08)
- Orillia Public Library: Employee Code of Conduct (HR-10)
- Orillia Public Library: Hiring and Orientation (HR-02)
- Orillia Public Library: Prevention of Workplace Harassment and Discrimination (HR-07)
- Orillia Public Library: Programming and Outreach (OP-06)
- Orillia Public Library: Strategic Plan
- Orillia Public Library Website: Volunteering