

Policy Name	Volunteer Policy		
Section	Operational	Effective Date	September 28, 2026
Policy Number	OP-13	Reviewed Date	
Motion Number		Next Review Date	2029

Purpose

The Wasaga Beach Public Library demonstrates its commitment to the community by encouraging and recognizing the mutual benefit offered by volunteers. Volunteers are key participants and contributors to the accomplishment of the mission of the Library.

Scope

Volunteers are used to enhance and enrich library programs and services. Volunteers perform tasks without wages, benefits or expectation of compensation. Volunteers do not replace paid staff and are not considered employees of the Library. This policy applies to all volunteers, including those who volunteer for library activities that take place outside the library facility.

Definitions

A volunteer is a member of the community, aged 14 or older, who performs a service for the library of their own free will. They contribute time, energy and talents directly for the library and are not paid by the library or the municipality. For positions that require handling of money or supervision of vulnerable persons, volunteers must be at least 16 years of age.

Policy

General Guidelines

1. The Library is committed to diversity in all areas of its work and is committed to developing and maintaining a volunteer program in which differing ideas, abilities, backgrounds and needs are fostered and valued.
2. Library policies apply to all volunteers.
3. Each volunteer shall perform duties in the Library under the supervision of at least one paid staff member.
4. Volunteers are not covered by the *Employment Standards Act* or the *Workplace Safety & Insurance Act*.
5. Volunteer duties may shift as the needs of the library change. Volunteer placements are not permanent and will be reviewed and revised according to the needs of the library. Volunteers can always decline new assignments.
6. A system of records is maintained for each volunteer. Volunteer records are afforded the same confidentiality as paid staff personnel records.



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7. Volunteers will not perform any task for which a license or certification is required if the volunteer does not possess such license or certification.
8. Not all volunteer opportunities are available at all times.

Recruitment & Assignment

1. Persons interested in becoming library volunteers are required to complete an application form.
2. Volunteers are interviewed in-person whenever possible, to ascertain their suitability for, and interest in, an assignment prior to being accepted. Reference checks may be required.
3. A Police Vulnerable Sector Check (PVSC) will be required for volunteers 18 years of age and older who work with vulnerable clients, including children, youth and seniors.
4. No volunteer will begin their assignment until they have been officially accepted for that position and have completed all necessary screening, orientation, and training as determined by the CEO or designate.

Orientation and Ongoing Training

1. All volunteers will be given an orientation on the nature, purpose and mission of the library and on the volunteer program.
2. Volunteers will receive training to provide them with information on:
 - knowledge and skills necessary to perform their assignment
 - the operation of the program or service to which they are assigned
 - any health and safety hazards that they may encounter during the course of their assignment
3. Volunteers are required to complete any training mandated by legislation or library policy.

Responsibilities of Volunteers

Volunteers are expected to abide by the established policies and procedures of the library.

1. Volunteers are responsible for maintaining the confidentiality of all privileged information which they may be exposed to while serving as a volunteer. This includes respecting the privacy of all staff and users. Volunteers are required to sign a Confidentiality Statement as a condition of participating in the volunteer program. Failure to maintain confidentiality may result in immediate dismissal and/or other corrective action.
2. Volunteers must obtain the approval of the CEO or designate 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,



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lobbying efforts with other organizations, or any agreements involving contractual or other financial obligations.

3. Volunteers are recognized as representatives of the library and are responsible for presenting a positive public image to the community. Volunteers will dress appropriately for the conditions and performance of their duties.
4. Any volunteer whose activities involve the use of a personal vehicle must provide and maintain their own vehicle insurance. Volunteers are responsible for any costs arising from parking violations, traffic infractions, or vehicle operation. For liability and safety reasons, volunteers are not authorized to transport library patrons, visitors, or program participants in their personal vehicles.

Dismissal

1. Volunteers who do not adhere to the policies and procedures of the Library or who fail to satisfactorily meet the expectations of their volunteer assignment are subject to dismissal.
2. Grounds for immediate dismissal may include, but are not limited to:
 - Gross misconduct or insubordination;
 - Being under the influence of illegal substances while performing volunteer assignment;
 - Smoking or vaping in unauthorized areas;
 - Theft of property or misuse of Library funds, equipment or materials;
 - Lies or falsification of records;
 - Illegal, violent or unsafe acts;
 - Abuse or mistreatment of library users or co-workers;
 - Failure to meet standards of performance.

Responsibilities

The Library Board delegates responsibility for the administration of the volunteer program to the Library CEO.

The CEO, or designate, is responsible for:

- planning for effective volunteer utilization
- assisting staff in identifying suitable volunteer assignments
- recruiting suitable volunteers
- training staff to supervise volunteers effectively
- managing corrective action of volunteers
- recognizing volunteers for their contributions



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Related materials/policies

Appendix

WBPL Volunteer Package (in development)

Policy History

Approved by the Wasaga Beach Public Library Board,		
Date:	Motion Number: #####	
Supersedes Policy ###,	Approved Date:	Motion #####;
Approved Date:	Motion #####	