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## Hastings Highlands Public Library

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**Area :** Volunteers

**Policy Title:** Recruitment and Assignment

**Policy Number:** VOL-02

**Initial Policy Approval Date:** November 13, 2012

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**Year of next review:** 2023

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Volunteer assignments at the Hastings Highlands Public Library balance the needs of the library with the interests and abilities of our volunteers.

### **Section 1: Requests for Volunteers**

1. Opportunities for volunteers are proposed by staff to the Library CEO.
2. Written requests include a description of the volunteer assignment, duration of assignment, and a proposed start date. All staff should understand that successful recruitment of volunteers is enhanced by creative and interesting jobs.

### **Section 2: Volunteer Position Descriptions**

1. Position descriptions are developed in consultation with staff before proceeding with recruitment.
2. Volunteers are given clear, complete, and current descriptions of the duties and responsibilities of their assignment.
3. Position descriptions include a title, a summary of the assignment, a list of responsibilities, qualifications and benefits, any training requirement, the time commitment needed for the assignment, and the name of the supervisor to whom the volunteer reports.
4. The volunteer position descriptions are reviewed with the volunteer prior to beginning the assignment.
5. The library's volunteer position descriptions may be reviewed and updated at least every three years or whenever a position substantially changes.

### **Section 3: Tasks that may be Performed by Volunteers**

1. Volunteers will not perform any task or duty for which a license or certification is required if the volunteer doesn't possess such license or certification. Also, volunteers are not to be performing tasks that are in the collective agreement unless previously agreed to by both parties.
2. Volunteer tasks may include but are not limited to:
  - a) shelf reading and shelving
  - b) delivery of materials to shut-ins
  - c) customer service for Café/used books
  - d) special projects
  - e) care of library plants and gardens
  - f) reading buddies
  - g) teen advisory committee
  - h) preparation for children's programs (crafts)
  - i) general housekeeping (i.e. children's area, craft centre, STEAM cart, program room, dishwasher, refrigerator)

#### **Section 4: Recruitment & Assignment**

1. Volunteers are recruited on a proactive basis with the intent of broadening and expanding the involvement of the community in their library.
2. Applications to volunteer are also given appropriate consideration.
3. Volunteers are interviewed to ascertain their suitability for, and interest in, an assignment prior to being assigned. The interview determines the qualifications of the volunteer and his/her commitment to fulfill the requirements of the assignment. The interview should also answer any questions that the volunteer has about the library and the assignment.
4. A reference check must be made if appropriate for the volunteer assignment.
5. Volunteers in certain assignments must be asked to submit a police records check. Volunteers who do not agree to the background check may be refused placement.
6. No volunteer will begin their assignment until they have been officially accepted for that position and have completed all necessary screening as determined by the Library CEO. At the time of final acceptance, each volunteer must have submitted a volunteer application and received a copy of his/her volunteer position description.
7. Volunteers perform their duties in the presence of at least one permanent staff member. Each volunteer will have a specific staff member to whom he or she reports and who will be responsible for day-to-day support and direction.
8. All volunteer placements begin with a 30-day probation period. During this time, the Library CEO will support the volunteer with periodic informal check-ins. As well, it is the responsibility of the volunteer to inform the Library CEO of any issues of concern. At the end of the probationary period, a formal interview between the Library CEO and the

volunteer will take place to evaluate the extent to which the objectives of both the library and the volunteer are being satisfied.

9. The library strives to meet volunteer expectations and offer a satisfactory volunteer experience for both parties. However, it may be deemed necessary to explore options such as renegotiating the terms of the assignment, a reassignment, a referral to another organization or placement termination.
10. Volunteers who are at any time reassigned to a new position will be interviewed for that assignment and receive all appropriate training for success before they begin.

#### **Section 5: Orientation and Ongoing Training**

1. Within the first three 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 the volunteer program.
2. Volunteers receive training to provide them with information on:
  - a) the knowledge and skills necessary to perform their volunteer assignment
  - b) the operation of the program or service to which they are assigned
  - c) the purpose and requirements of the assignment
  - d) hazards that may be encountered.
3. Volunteers are required to complete training mandated by legislation. Additional library training may be made available to volunteers, such as attendance at conferences and workshops that are relevant to their volunteer assignment.

#### **Section 6: Dismissal**

1. Volunteers who do not adhere to the policies and procedures of the library or who fail to satisfactorily perform their assignments may be dismissed.
2. While on Hastings Highlands Public Library property and/or while performing volunteer activities on behalf of the library, volunteers are expected to the Hastings Highlands Public Library Code of Conduct. If the behaviour of the volunteer is deemed to drop below acceptable standards, the Library CEO or supervisor will give a warning to the volunteer to improve performance. If the volunteer's performance has not improved during a given time period, the volunteer will be dismissed by the CEO from the program.
3. Grounds for immediate dismissal include, but are not limited to:
  - a) insubordination
  - b) disregard of library procedure or policies
  - c) unwillingness or inability to support and further the mission of the library
  - d) theft of library property
  - e) illegal, violent, or unsafe acts
  - f) abuse or mistreatment of library users or co-workers
  - g) smoking in unauthorized areas
  - h) being under the influence of alcohol

- i) being under the influence of, possessing, selling, or otherwise being involved with illegal drugs
- j) behaviour that would be construed as harassment