

North Perth Public Library



Policy Title: **Volunteering**
Policy Type: **Human Resources**
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The volunteer program of the North Perth Public Library (NPPL) creates opportunities for individuals to feel personal satisfaction while performing a valuable service for the community; serves as a method for area residents to become familiar with the Library; and supplements the efforts of paid library staff. Volunteers are recognized as contributors to the accomplishment of the mission of the North Perth Public Library.

Definitions

Volunteer: A volunteer is a person who performs tasks for the North Perth Public Library, without wages, benefits, or expectation of compensation of any kind. They do not replace paid staff, but enhance and extend their services. Volunteers shall not be considered employees of the NPPL.

1. Responsibility of the Library

- 1.1. The Coordinator of Public Services, in conjunction with the Chief Executive Officer, oversees and coordinates the volunteer program by:
 - planning for effective volunteer utilization
 - identifying productive and meaningful volunteer assignments
 - recruiting suitable volunteers
 - training volunteers as per the Municipality of North Perth's volunteer/co-op orientation package
 - training staff to supervise volunteers effectively
 - managing corrective action of volunteers
 - tracking and evaluating the statistical data reflecting the contribution of volunteers to the library
 - officially recognizing volunteers for their contributions

A system of records is maintained for each volunteer. Volunteer records shall be accorded the same confidentiality as paid staff personnel records.

2. Volunteer Recruitment and Retention

- 2.1. Volunteer participation is a valued component of the operation of the NPPL. Every effort will be made to match volunteer ability to the opportunity available. However, the library's over-all mandate must always take precedence and opportunity for volunteer involvement may be restricted.
- 2.2. Prior to being assigned to a volunteer position, all volunteers will be interviewed to ascertain their suitability for, interest in, 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. The NPPL reserves the right to show due diligence in determining the appropriateness of an assignment for any volunteer.
- 2.3. In addition to volunteers from the community at large, the Library accepts volunteers who are participating in student projects or co-operative education programs. The minimum age requirement for volunteers is 15. The Library reserves the right to limit the number of student volunteers in order to provide proper instruction, mentoring, and supervision.
- 2.4. Volunteers agree that the NPPL may at any time, for whatever reason, terminate the volunteer's relationship with the Library, or to make changes in the nature of their volunteer assignment.
- 2.5. Volunteers who do not adhere to the policies and procedures of the NPPL or who fail to satisfactorily meet the expectations of their volunteer assignment are subject to dismissal.
- 2.6. Volunteers who will be assisting with the vulnerable sector, or who will be handling cash or financial transactions will be asked to submit a vulnerable sector check. This cost will be reimbursed by the library. Volunteers who do not agree to the background check may be refused placement, or placed in an alternate role.
- 2.7. The North Perth Public Library does not guarantee future employment for its volunteers.

3. Responsibilities of Volunteers

- 3.1. As per, *OP-04 Confidentiality and the Protection of Privacy*, volunteers are required to sign a confidentiality statement as a condition of participation in the volunteer program. Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information which they may be exposed to while serving as a volunteer. Failure to maintain confidentiality may result in immediate termination of the volunteer.

3.2. Volunteers are community representatives of the Library. Volunteers shall dress appropriately for the conditions and performance of their duties and wear a volunteer identification badge while performing their assignments.

Related Documents:

- North Perth Public Library *OP-04 Confidentiality and the Protection of Privacy*