

NORTH PERTH PUBLIC LIBRARY

Human Resources

HR-02 Volunteer Policy



POLICY PURPOSE

The volunteer program of the North Perth Public Library (NPPL) creates opportunities for community members to actively contribute to the library's mission of "Connecting Community..."; The volunteer program allows community members to become familiar with library service and supplements the efforts of paid staff. Volunteers are recognized as contributors to the accomplishment of the mission of the North Perth Public Library of "Connecting Community ...".

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.

KEY POINTS SUMMARY

- The Manager of Branch Experience alongside the Library Technician manage the volunteer program and maintain the volunteer records at NPPL.
- Volunteers are expected to meet code of conduct, confidentiality and attendance standards.
- Volunteer opportunities are structured and assigned based on operational need.
- All volunteers must work under staff supervision and must complete orientation and training.

POLICY DETAILS

1.0 Library Responsibilities

The Manager of Branch Experience (MBE), in conjunction with the Library Technician, oversees and coordinates the volunteer program by:

- 1.1 planning for effective volunteer utilization
- 1.2 determining the volunteer(s) schedule
- 1.3 identifying productive and meaningful volunteer assignments
- 1.4 recruiting suitable volunteers
- 1.5 training volunteers as per the Municipality of North Perth's volunteer/co-op orientation package and library policy and procedure
- 1.6 coaching staff to supervise volunteers effectively
- 1.7 managing corrective action of volunteers
- 1.8 tracking and evaluating the statistical data reflecting the contribution of volunteers to the library; and
- 1.9 recognizing volunteers for their contributions

Records are maintained for each volunteer. Volunteer records shall be accorded the same confidentiality as paid staff personnel records.

2.0 Volunteer Responsibilities

2.1 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 dismissal from the volunteer assignment.

2.2 Volunteers are community representatives of the Library and as such shall behave in a way that is respectful of staff, other volunteers and members of the public. Volunteers are required to wear a volunteer identification badge while performing their assignments when requested.

2.3 When expecting to be absent from a scheduled shift, volunteers should inform their supervisor via phone or email. Continual absenteeism will result in a review of the volunteer's assignment.

2.4 Volunteers must be covered by their own vehicle insurance when their assignment involves the use of a vehicle (outreach events for e.g.). Volunteers are responsible for all costs associated with their vehicle.

2.5 Volunteers collecting hours for high school graduation are responsible for tracking hours as well as completing their volunteer forms for school approval.

3.0 Volunteer Position Descriptions

3.1 Position descriptions include:

- A title
- Summary of the duties
- Time commitment required

3.2 Volunteer position descriptions are reviewed and updated in accordance with the policy review schedule, or whenever a position substantially changes or a new need presents.

4.0 Volunteer Eligibility

4.1 The minimum age requirement for volunteers is 13. Volunteers ages 13-17 are considered teen volunteers.

4.2 The Library welcomes volunteers who are participating in student placements or co-operative education programs. The Library accepts student placements and co-ops as operational capacity permits. An application for a volunteer assignment does not guarantee a volunteer position.

4.3 Family members of paid staff can volunteer with the library but will not be placed under direct supervision of their family members who are employees.

5.0 Volunteer Recruitment and Assignment

5.1 All volunteers must complete an application form to be considered for a volunteer position. Applications can be submitted [online via our website](#) or in-person at any NPPL library branch.

5.2 Volunteers are interviewed to ascertain their suitability for, interest in, and ability to undertake the available position. The interview determines the qualifications of the volunteer and their commitment to fulfill the requirements of HR-02 Volunteering

the assignment. The interview should also answer any questions the volunteer has about the library and the assignment.

5.3 Volunteers who will be working with vulnerable populations, or who will be handling cash/financial transactions will be required to submit a vulnerable sector check (VSC). Volunteers who do not agree to provide a background VSC will be placed in an alternate role that doesn't require VSC clearance.

5.4 A reference check may be made if appropriate for the volunteer assignment.

5.5 Every effort will be made to assign duties that complement volunteer interests and abilities. However, the library's goals take priority over volunteer preferences and volunteer participation may be tailored to meet these goals.

5.6 Volunteers will perform their assignments under the supervision of at least one paid staff member and will be responsible for reporting to the supervisor for direction and support.

5.7 Volunteers should understand that the library may at any time, decide to end the volunteer relationship. As well, the volunteer may at any time, decide to end their volunteer relationship with the library; notice of the decision should be communicated as soon as possible to the volunteer's supervisor.

5.8 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.

5.9 The North Perth Public Library does not guarantee future employment for its volunteers, nor does it guarantee to act as a reference for volunteers.

6.0 Orientation and Training

6.1 Volunteers will receive training and orientation to provide them with information on:

- 6.1.1 knowledge and skills necessary to perform their volunteer assignment
- 6.1.2 the purpose and requirements of the assignment

- 6.1.3 health and safety standards for the volunteer assignment location
- 6.1.4 relevant library policies and procedures (Volunteers, Protection of Patron Privacy, Code of Conduct)
- 6.1.5 workplace standards

6.2 New volunteers will complete the Municipality of North Perth's Volunteer Orientation package, including:

- 6.2.1 Volunteer Information Record
- 6.2.2 Volunteer Safety Checklist
- 6.2.3 Volunteer Service Waiver
- 6.2.4 Municipality of North Perth Confidentiality Agreement

RELATED DOCUMENTS

- OP-04 Confidentiality and the Protection of Privacy
- NPPL Volunteer Application

SCOPE

This policy applies and affects the NPPL Board, staff, patrons and volunteers.

Approved by the Library Board: Reviewed: 2005, 2007, 2013, 2014, June 12, 2018, August 2021, June 2021, June 13, 2023, June 11, 2024, November 12, 2024, June 9, 2026

Revised: June 2026