

POLICY MANUAL	Section No. : HR - 06
	Effective Date : March 17, 2008
	Review Date(s):
	Revision Date(s): November 29, 2012; March 4, 2016; November 15, 2021; June 26, 2025
SECTION : Human Resources	
SUBJECT : Volunteer Recruitment Policy	Page 1 of 4

Purpose

The purpose of this policy is to provide a framework for volunteers to support the delivery of library services, in accordance with other WPL policies and procedures and the WPL/CUPE Local 1115 Library Collective Agreement.

WPL is committed to developing and maintaining a volunteer program that provides WPL volunteers with meaningful opportunities that support the Library in its Vision, Mission, and Values.

Definitions

Volunteer: a person who donates time, talent, or services to support the library and its activities without expectation of future employment, wages, benefits, or compensation of any kind. A volunteer's duties will be determined by their assignment, as laid out in individual Volunteer Job Descriptions. Volunteers do not replace paid employees and are not considered as employees of the Library.

Program presenters that facilitate activities with a staff person present are not considered volunteers under this policy.

Community Service Volunteer:

- Students participating in community service activities as an educational requirement.
- Individuals participating in programs provided by community health and social service agencies (i.e. assisted living facilities)
- Individuals performing under Alternative Sentencing Orders
- Individuals referred by other volunteer programs.

Scope

This policy applies to all volunteers and community service volunteers authorized by and undertaken on behalf of the Library, except where unique governance structures and/or differing recognition practices exist, such as the Welland Public Library Board.

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Accountability

Under the direction of the Chief Executive Officer, the Manager of Programming and Outreach ensures compliance with this policy, including volunteer recognition practices.

Designated employees in the Programming & Outreach department are responsible for complying with the policy, volunteer training, and oversight of volunteer activities.

Policy Guidelines

Volunteers are recognized as contributors to the accomplishments of the vision, mission, and values of the Welland Public Library.

- Volunteers do not replace paid staff. Volunteers shall not be considered as employees of the Library.
- Volunteers must be at least 14 years of age. Specific requirements of some volunteer positions may impose other age restrictions.
- Opportunities for volunteer placements may be identified and suggested by staff, but must be approved by the Manager of Programming & Outreach prior to implementation.
- Each volunteer shall perform duties in the Library in the presence of at least one paid staff member.
- Volunteers may not be appointed if a member of their immediate family is already a paid staff member or Library Board trustee, except for assignments where the task is outside the Library and under supervision of a non-family member.
- The screening process at Welland Public Library follows the guidelines specified by the Safe Steps Volunteer Screening process recommended by Volunteer Canada. These steps include risk management, clear job descriptions, application forms, formal interviews, orientation and training, supervision and Police Records Checks where deemed necessary.

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- All volunteers will be interviewed to ascertain their suitability for, interest in, and ability to understand the position. In placing a volunteer in a position, attention shall be paid to the interests, abilities, and capabilities of the volunteer, available opportunities, and to the requirements of that volunteer position. The Library reserves the right to show due diligence in determining the appropriateness of an assignment for any volunteer. However, the Library's overall mandate must always take precedence and opportunity for volunteer involvement may be restricted.
- A police records check (current within the last 12 months) will be required for all volunteers over the age of 18. The type of check will be dependent upon the nature of the duties of the position. Exceptions may be granted by the Chief Executive Officer in certain circumstances., such as for volunteers who were engaged with the Welland Public Library prior to the implementation of this policy.
- The volunteer is responsible for paying the fee associated with a police record check. Upon completion of a minimum 20 hours volunteering with the Library, the full amount will be reimbursed to the volunteer.
- All volunteers will receive an orientation to the Library and will be provided with necessary training for satisfactory volunteer performance.
- Each volunteer shall have a specific paid staff member to whom they report to and who will be responsible for day-to-day consultation, support and direction.
- Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information which they may be exposed to while serving as a volunteer. This includes respecting the privacy of all staff and customers. Volunteers are required to sign a confidentiality statement as a condition of participation in the volunteer program. Failure to maintain confidentiality may result in immediate termination of the volunteer, and/or other corrective action.
- Volunteers must be covered by their own vehicle insurance where their voluntary activity involves the use of a vehicle and are liable for their own parking tickets and/or fines related to driving offenses. Volunteers are advised to inform their insurance company of their volunteer driving activity to ensure adequate insurance protection.

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- As representatives of the Library, volunteers are responsible for presenting a positive image to the community. Volunteers shall dress appropriately for the conditions and performance of their duties. Wherever possible, volunteers will wear their volunteer identification while engaged in Library business.
- Volunteers who do not adhere to the policies and procedures of the Library or who fail to satisfactorily meet the expectations of the volunteer assignment are subject to dismissal.
- All personal information is collected for internal purposes only under the authority of the Municipal Freedom of Information and Protection of Privacy Act R.S.O, 1990, M.56 and the Public Libraries Act , R.S.O. 1990, c. P.44. Volunteer records will be retained in a secure location and on until a volunteer is no longer active. Records of inactive volunteers will be promptly destroyed upon dismissal or receipt of notice of the volunteer's decision to discontinue service with the Library.