

Policy Type: **Operational**

Policy Number: **O-19**

Policy Title: **Volunteer Policy**

Policy Approved: November 2024

Effective: January 2025 - December 2027

1. PURPOSE

1.1 The Windsor Public Library Volunteer Policy provides a framework for the inclusion of volunteers to assist with the provision of library service to the Windsor community.

2. SCOPE

2.1 The Windsor Public Library Board within the meaning of the *Public Libraries Act* as amended, provides governance and management of public library services in Windsor and is supported by the Windsor Public Library / City of Windsor Service Agreement (2015), as amended March 21, 2017.

2.2 The Windsor Public Library Board endorses the Volunteer Policy through the Windsor Public Library Mission, Vision, Values and Customer Service Pledge:

Windsor Public Library Values Statement – Excellent Customer Service “Windsor Public Library values and respects its customer, partners, volunteers and staff.”

Windsor Public Library Values Statement – Community “Windsor Public Library values team work, partnerships and serving the community.”

2.3 This policy applies to individuals, inclusive of, but not limited to unpaid work placements and volunteers in all programs and at all facilities.

2.4 Volunteers make a welcome addition to the Windsor Public Library, by enriching and enhancing library programs and services but do not substitute or replace paid library employees.

3. DEFINITIONS

Volunteer - a person who performs services without compensation or expectation of compensation and who carries out a task at the direction of, and on behalf of, the library. The library also accepts students as volunteers who are participating in: student job placement projects, internships, corporate volunteer programs, or other volunteer referral programs.

4. GUIDELINES

4.1 The Windsor Public Library welcomes the services of volunteers with the understanding that such service does not constitute an obstruction to or conflict with the provision of library services.

4.2 Volunteers are recruited with the intent of broadening and expanding the involvement of the community in their library.

4.3 A volunteer must be enrolled and orientated/trained by the Windsor Public Library prior to volunteering at the Windsor Public Library.

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- 4.4 Volunteer assignments balance the needs of the library with the interests and abilities of volunteers.
- 4.5 The minimum age requirement for volunteers is 14. For positions that require handling of money or supervision of children, volunteers must be at least 16 years of age.
- 4.6 A personnel record is maintained on each volunteer. Volunteer records shall be accorded the same confidentiality as paid staff personnel records.
- 4.7 Family members of library employees may volunteer but will not be placed under the direct supervision of their family members who are employees.
- 4.8 Volunteers may be asked to submit a police records check.
- 4.9 Volunteers who do not adhere to the policies/procedures plus health and safety requirements of the Windsor Public Library or who fail to satisfactorily perform their assignments may be dismissed.