

Additional Policy

A - Volunteer Policy

Board Motion Number:	21.058
Date of Original Board Motion Number:	June 21, 2010
Date of Current Issue:	May 25, 2021
Date of Next Review:	2025
Attachments:	Form A1, Form A2, Form A3

Signature of Board Chairperson (and Date):

The North Kawartha Library Board (NKPLB) recognizes that volunteers are a valuable resource for the Library. Their energy and talents help the Library meet its commitment to providing quality service to the public. Volunteers enhance, rather than replace, adequate staffing. Their services aid the Library in making the best use of its fiscal resources and help connect the Library to other community groups and organizations. Volunteers can also be valuable advocates for the Library in the community. The Library and its volunteers must work together to ensure a successful relationship. Library staff will continually work to recognize the contributions of Library volunteers and seek to expand the Library volunteer group as needed.

North Kawartha Library (NKPL) volunteers are coordinated by the CEO/Librarian and must be at least 18 years of age. Each volunteer must complete an application (Form A1 attached) which will be kept on file in the Library. Application forms are available at the Library or on our website. Volunteers will be interviewed to better determine their interests and levels of experience. Volunteer talents, experience, availability and interests will be considered in placement and job assignments. All applicants 18 and over wishing to volunteer must submit an acceptable Criminal Record Check - Vulnerable Sector prior to final acceptance.

NKPL volunteers are bound by the rules contained in all NKPL policies and guidelines as applicable, especially as they pertain to patron privacy and confidentiality. Volunteers are recognized by the public as representatives of the Library and shall be guided by the same work, behaviour and dress codes as employees.

Volunteers must complete the AODA Customer Service Training Module found at Access Forward <http://accessforward.ca>, print their certificate and submit it to the CEO/Librarian.

The Library accepts volunteers requiring court ordered community service at the discretion of the CEO/Librarian. Court order community service volunteers are required to be interviewed by the CEO/Librarian prior to being accepted for service. Volunteers will complete the Volunteer Information and Emergency

Contact sheet (Form A2 attached) and complete and sign the Volunteer Agreement (Form A3 attached) which will be kept by the CEO/Librarian.

Procedures

- Volunteers are asked to record their hours in the Volunteer log book kept at the circulation desk.
- Staff shall ensure that a current procedure manual is available for referral at each location.

Recognition

The NKPL recognizes and values the work contributed by volunteers to the Library and shall ensure that the volunteer program receives sincere and ongoing recognition. The NKPL shall participate in the Ontario Service Awards and the Peterborough County Recognition Awards, and staff shall recommend volunteers for recognition on a yearly basis.

- An estimated expense amount to cover the cost of recognition shall be included in the annual budget approved by the Board.
- Formal methods of recognition may include, but are not limited to: press releases, luncheon or dinner and service awards marking pre-determined lengths of service. Formal methods of recognition shall be established by the Board.
- Staff may supply a written letter of reference upon request for volunteers indicating the length of service or nature of the duties performed during this time.
- Long term volunteers resigning from the Library organization, shall receive recognition of an appropriate manner by staff and/or the Board. The length and nature of service by the volunteer and consideration of individual circumstances shall guide staff when acknowledging the retirement of a volunteer.

FORM A1

VOLUNTEER PROGRAM APPLICATION

Name: _____

Address: _____

Phone (s): _____

E-mail: _____

Related Work/Volunteer Experience: _____

Special Skills & Interests: _____

Days & Hours Available: _____

Please return by mail or in person to:
North Kawartha Public Library
Volunteer Program
175 Burleigh Street, Box 335
Apsley, ON K0L 1A0
(705) 656-4333

FORM A2

VOLUNTEER INFORMATION AND EMERGENCY CONTACT

Name: _____

Date of Birth (mm/dd/yyyy): _____

Medical Information

Allergies (Food, drug or other): _____

Medic Alert: _____

Other Medical Information You Wish to Have Kept on File: _____

Emergency Contact

Name: _____

Phone (s):

Relationship: _____

This information will remain confidential. Please return this form to the
CEO/Librarian.

FORM A3

VOLUNTEER AGREEMENT

I understand that my services are valuable to the Library and agree that:

- I will perform the tasks given to me to the best of my ability.
- I will be punctual and conscientious in the fulfillment of my duties.
- I will take any problems, criticisms or suggestions to the CEO/Librarian.
- I will consider as confidential, all personal information concerning a Library patron/member.
- I will maintain a good working relationship with staff and other volunteers.
- I have read and understand the North Kawartha Library Volunteer Policy.
- I have completed the AODA Customer Service Training Module found at Access Forward <http://accessforward.ca>, printed my certificate and submitted it to the CEO/Librarian.

Volunteer Signature

Date