

# Madawaska Valley Public Library Policy Manual

**Policy Type:** Volunteer

**Policy Number:** VOL-02

**Policy Title:** Recruitment and Assignment

**Initial Approval Date:** April 2013

**Last Review / Revision Date:** 2023

**Review Date:** 2026

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## Objective

To set the parameters for recruitment of volunteers and their assignments.

## Scope

Volunteer assignments at the Madawaska Valley Public Library (the Library) will balance the needs of the library with the interests and abilities of our volunteers. Successful recruitment of volunteers is enhanced by creative and interesting jobs.

### Section 1: Requests for Volunteers

1. Opportunities for volunteers may be identified by staff members, members of the Township of Madawaska Valley Public Library Board (the Board), and serving volunteers.
2. A brief description of the volunteer assignment shall be prepared by the Chief Executive Officer (the CEO) or designate, if required.

### Section 2: Volunteer Position Descriptions

1. Assignments are developed in consultation with staff members before proceeding with recruitment.
2. Volunteers are provided with a clear verbal description of the duties and responsibilities of their assignment.
3. The library volunteer assignments are reviewed and updated as required.

### Section 3: Tasks that may be performed by Volunteers

1. Volunteers will not perform any task or duty for which a license or certification is required if the volunteer does not possess such license or certification.
2. Volunteer tasks may include but are not limited to:
  - a) Shelf reading and shelving
  - b) Delivery of materials to shut-ins, where applicable
  - c) Customer service for used book sale
  - d) Special projects
  - e) Care of library plants and gardens
  - f) Reading buddies
  - g) Teen advisory committee
  - h) Preparation and coordination of children's programs (crafts, reading, etc.)

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### **Section 4: Recruitment and Assignment**

1. Volunteers are recruited proactively with the intent of broadening and expanding the involvement of the community in their library.
2. Each potential volunteer will submit a volunteer application. Applications to volunteer are given appropriate consideration.
3. Volunteers will be interviewed by the CEO to determine their suitability for, and interest in, working as a volunteer at the library. The interview will ascertain the qualifications of the volunteer, and his/her commitment to fulfill assignment. The interview should also answer any questions that the potential volunteer has about the library and the assignment they are being considered for.
4. A police records check is mandatory for all volunteers.
  - a) The potential volunteer will sign the acknowledgment form for a police criminal records check which will be kept on file.
  - b) The potential volunteer shall apply for the police criminal records check from the police service responsible for the jurisdiction of his current place of permanent residence.
5. No volunteer will begin working until they have completed all necessary screening as determined by the CEO or designate.
6. Volunteers will perform their duties in the presence of a paid staff member.
7. The CEO or designate will support the volunteer with periodic informal check-ins. It is the responsibility of the volunteer to inform the CEO or designate of any issues or concerns. If required, the volunteer will meet with the CEO or designate to evaluate the extent to which the objectives of the library and the volunteer are being satisfied.
8. The library strives to meet volunteer expectations and offer a satisfactory volunteer experience for both parties. At times, it may be necessary to explore options such as reassignment of duties, referral to another organization, or to terminate the relationship if appropriate.
9. Volunteers who receive new duties will receive appropriate training, when required.

### **Section 5: Orientation and Ongoing Training**

1. Upon becoming a volunteer, he/she will receive orientation on the nature, purpose, mission of the library, and the volunteer program, as required.
2. Volunteers receive training to provide information on:
  - a) Knowledge and skills necessary to perform their volunteer assignment
  - b) The operation of the program or service to which they are assigned
  - c) Hazards that may be encountered
3. Volunteers are required to complete any training mandated by legislation. Additional training may be made available to volunteers such as attendance at conferences or workshops that are relevant to their volunteer duties, and pre-approved by the Board.

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### **Section 6: Dismissal**

1. Volunteers who do not adhere to the policies and procedures of the library, or who fail to satisfactorily perform their assignments, may be dismissed.
2. Volunteers are expected to maintain a professional level of behavior while on library property and/or while performing volunteer activities on behalf of the library. Should the performance or behavior of a volunteer be deemed to drop below acceptable standards, the CEO or designate will give the volunteer a warning to improve performance. If the volunteer's performance or behavior has not improved during a given time, the volunteer will be dismissed from the program.
3. Grounds for immediate dismissal include, but are not limited to:
  - a) Insubordination
  - b) Unwillingness or inability to support and further the mission of the library
  - c) Theft of library property
  - d) Illegal, violent or unsafe acts
  - e) Abuse or mistreatment of library clients or co-workers
  - f) Smoking in unauthorized areas
  - g) Being under the influence of alcohol
  - h) Being under the influence of, possessing, selling or otherwise being involved with illegal substances
  - i) Behavior that would be construed as harassment

#### **Related Documents:**

Policy Number **HR-07**

**Workplace Harassment and Discrimination**

Policy Number **HR-08**

**Prevention of Workplace Violence**