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Purpose: The Banff Public Library Board believes in the valuable contribution volunteers can bring to library service. The library's volunteer program enhances and enriches library services and the work of paid library staff. The Board encourages the involvement of volunteers in all appropriate programs and activities.

1. Definitions

- 1.1. *Board:* the Banff Library Board
- 1.2. *Volunteer:* a person who performs tasks which contribute to the operation of the library or the provision of any library service, and is not paid a wage or salary by the library for performing these tasks. Library Board members are not considered volunteers within this policy.

2. The work of volunteers shall complement, but not replace, the work of paid library staff. Volunteers may share the work of a paid job description or do work not listed in a paid job description.

3. Recruitment

- 3.1. The Library Director is responsible for recruiting volunteers for volunteer positions they oversee.
- 3.2. All individuals interested in becoming a volunteer must complete a volunteer application form. Application forms may vary depending on the volunteer position and are available from the Library Director. Completion of an application form may be foregone for specific volunteer projects at the discretion of the Library Director.
- 3.3. Application forms shall be kept on file for a period of one year.
- 3.4. Police checks and vulnerable sector checks are required. The cost of a satisfactory police check and vulnerable sector check shall be reimbursed by the Library.
- 3.5. Volunteers are selected based on their qualifications and the needs of the library at any given time. Applications shall be reviewed and prospective volunteers shall be interviewed by the Library Director.
- 3.6. The Library Director shall declare any potential conflicts of interest to the Library Board when it involves Volunteers.

4. All volunteers shall immediately disclose any business, commercial, or financial interest where such interest may be construed as being in real, potential, or apparent conflict with their volunteer assignment.
5. Volunteers may not use their library affiliation in connection with partisan politics, religious matters, or community issues.

6. Orientation and Training

- 6.1. Volunteers shall receive a general orientation to the library and be made aware of the library's rules, expectations, bylaws, and policies by the Library Director.
- 6.2. Volunteers shall receive a current volunteer job description, where applicable, and training for the volunteer tasks they are expected to accomplish.
- 6.3. Volunteers are expected to report to the Library Director; however, library staff members may offer guidance and advice to any volunteer where beneficial.



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- 6.4. Where appropriate, the Board may fund the cost of training or conference attendance for library volunteers.
7. Volunteers have the opportunity to effect change in their position through suggestions or input to the Library Director.
- 8. Access to Information and Confidentiality**
- 8.1. Volunteers have the right to access all information relevant to and necessary for the satisfactory performance of their assignment. Volunteers shall not have general access to patron or staff records.
- 8.2. Volunteers are responsible for maintaining confidentiality of all proprietary or privileged information whether this information involves individual staff members, volunteers, patrons, or Board members, or involves overall library business.
- 8.3. Volunteers are required to abide by **Board Policy LM.2** on the confidentiality of records.
- 9. Work Schedules**
- 9.1. Work schedules and individual time commitments shall be arranged between each volunteer and the Library Director. Volunteers who cannot meet a scheduled work assignment will inform the Library Director in advance.
- 9.2. Volunteers within the library shall work during hours when adequate supervision is available.
10. Volunteers must be covered by their own vehicle insurance where their volunteer activity involves the use of a vehicle, and are liable for their own parking tickets or fines related to driving offences.
11. All volunteers are considered to be representatives of the library and shall conduct themselves in an appropriate manner when carrying out assignments for the library.
12. Where a course of action is not specifically prescribed by this policy, the volunteer is expected to abide by the Library Board's bylaws and policies.
13. In the event of an opening for a paid position, volunteers who apply for the position shall be considered and evaluated on the same basis as all other external applicants.
14. The services of a volunteer may be terminated by the Library Director or the volunteer.
- 14.1. Volunteer wishing to terminate their service to the library shall notify the Library Director of this intent, in writing, as far in advance as possible.
- 14.2. A volunteer may refuse an assignment offered by the library.
- 14.3. The library reserves the right to evaluate the placement and performance of a volunteer. This may lead to the reassignment of the volunteer or the termination of the relationship between the volunteer and the library.