

**RED DEER PUBLIC LIBRARY  
POLICY DEVELOPMENT  
VOLUNTEER RESOURCES**

Policy Number	Policy Title	First Revision	Second Revision	Approval
10.01	General	February 26/02		
10.02	Volunteer Coordinator	February 26/02		
10.03	Volunteer Supervision			
10.04	Volunteer Position Descriptions	February 26/02		
10.05	Volunteer Recruitment			
10.05.1	Volunteer Recruitment - Minors			
10.06	Application & Interview	February 26/02		
10.07	Intake Process and Placement			
10.08	Volunteer Requests - One Time Placements			
10.09	Placement of Volunteers - Community Service Order and Fine Option Candidates			
10.10	Volunteer Orientation			
10.11	Volunteer Records	February 26/02		
10.12	Volunteer Recognition	February 26/02		
10.13	Evaluation & Performance Review			
10.14	Reimbursement of Expenses			
10.15	Concerns/Grievances/ Appeals	February 26/02		
10.16	Termination - Voluntary	February 26/02		
10.17	Termination - Dismissal	February 26/02		
10.18	Placement of Volunteer - Practicum/Internship/ Work Experience	February 26/02		
10.19	Screening			

## **PURPOSE/RATIONALE**

The Red Deer Public Library acknowledges the many benefits of voluntarism to our organization, to the volunteer and to the community at large.

## **POLICY**

1. The Red Deer Public Library will encourage and support the effective use and management of volunteers through a Volunteer Resource Program.
2. The work performed by volunteers is integral to the operations of the organization. The skills, expertise and commitment volunteers bring will be valued highly and they will be treated as colleagues.
3. The use of volunteers shall not lead to the replacement, transfer, reassignment, or layoff of bargaining unit employees, to a reduction in their hours of work, or to the elimination of positions in the bargaining unit.

RED DEER LIBRARY  
BOARD POLICY  
MANUAL

SUBJECT:  
VOLUNTEER  
COORDINATOR

SECTION: 10.02  
PAGE: 1  
DATE: DRAFT

### **PURPOSE/RATIONALE**

The Red Deer Public Library recognizes the need for a designated employee to manage the Volunteer Resources program.

### **POLICY**

1. The Red Deer Public Library is committed to a paid Volunteer Coordinator to provide ongoing management of the Volunteer Resources Program

RED DEER LIBRARY  
BOARD POLICY  
MANUAL

SUBJECT:  
VOLUNTEER  
SUPERVISION

SECTION: 10.03  
PAGE: 1  
DATE: DRAFT

**PURPOSE/RATIONALE**

Volunteers require adequate supervision by their paid colleagues to perform to their best ability.

**POLICY**

1. Each volunteer will work under the direction of an employee.

### **PURPOSE/RATIONALE**

In order that the Volunteer Resources program fulfil its responsibilities to the Red Deer Public Library and its volunteers, volunteer position descriptions are required.

### **POLICY**

1. Volunteer position descriptions will be developed and approved for all volunteer positions as the basis for recruitment, selection and placement of volunteers.

RED DEER LIBRARY  
BOARD POLICY  
MANUAL

SUBJECT:  
VOLUNTEER  
RECRUITMENT

SECTION: 10.05  
PAGE: 1  
DATE: DRAFT

### **PURPOSE/RATIONALE**

Ongoing recruitment is necessary to provide the volunteer resources that will be needed by the Red Deer Public Library

### **POLICY**

1. Volunteer opportunities at the Red Deer Public Library will be promoted using all appropriate internal and community resources.

### **PURPOSE/RATIONALE**

Volunteers under the age of 18 are considered valuable assets of the Volunteer Resources program. Suitable placements are available for junior volunteers in many areas.

### **POLICY**

1. Volunteers under 18 years of age must have written consent of a parent or guardian prior to volunteering.
2. Some positions may have minimum age requirements.
3. Volunteers placed through school or community programs must provide appropriate documentation of that program signed by the supervisor or case worker from outside agency.

## **PURPOSE/RATIONALE**

All interested individuals are eligible to apply to become a volunteer for the Red Deer Public Library.

## **POLICY**

1. A process for the receiving of applications from and the interviewing of potential volunteers will be established and maintained. This process will be communicated to staff and prospective volunteers.

RED DEER LIBRARY  
BOARD POLICY  
MANUAL

SUBJECT:  
INTAKE PROCESS AND  
PLACEMENT

SECTION: 10.07  
PAGE: 1  
DATE: DRAFT

## **PURPOSE/RATIONALE**

## **POLICY**

1. All volunteers shall be accepted into the Volunteer Resources Program by way of a predetermined and supportive intake and placement process.

### **PURPOSE/RATIONALE**

Volunteers will be needed for one time placements for which a formalized application and intake process may not be necessary.

### **POLICY**

1. Volunteers may be recruited for one time placements, following a modified set of procedures for such positions.

RED DEER LIBRARY  
BOARD POLICY  
MANUAL

SUBJECT:  
PLACEMENT OF  
VOLUNTEERS -  
COMMUNITY SERVICE  
ORDER AND FINE  
OPTION CANDIDATES

SECTION: 10.09  
PAGE: 1  
DATE: DRAFT

### **PURPOSE/RATIONALE**

Opportunities for the placement of Community Service Order and Fine Option candidates with our organization arise periodically.

### **POLICY**

1. Any person required to perform Community Service Order or Fine Option hours may apply to the Volunteer Resources program.

### **PURPOSE/RATIONALE**

The success of the Volunteer Resources Program will be enhanced by thorough orientation of all new volunteers.

### **POLICY**

1. Each volunteer will be provided with a general orientation to the Red Deer Public Library and the facility within which he/she will be performing his/her position prior to or within one month of their initial placement. The purpose of the general orientation is to familiarize the volunteer with the mission and goals of the organization and how his/her contribution assists in meeting those goals.
2. Each volunteer will be provided with specific orientation to his/her position and area of placement by his/her supervisor.

### **PURPOSE/RATIONALE**

For purposes of accountability, insurance, statistics, and volunteer recognition, accurate records on volunteers must be maintained.

### **POLICY**

1. The Volunteer Resources Program will maintain a records management system on all volunteers.
2. These records will be kept confidential.

### **PURPOSE/RATIONALE**

Volunteers are an integral part of the operations of the Red Deer Public Library and are highly valued. There is a need to recognize their voluntary service and to show appreciation.

### **POLICY**

1. The Red Deer Public Library will recognize volunteers for their contribution in an appropriate and ongoing manner.

RED DEER LIBRARY  
BOARD POLICY  
MANUAL

SUBJECT:  
EVALUATION AND  
PERFORMANCE REVIEW

SECTION: 10.13  
PAGE: 1  
DATE: DRAFT

**PURPOSE/RATIONALE**

Ongoing evaluation of the Volunteer Resources program is essential to its success.

**POLICY**

1. The Volunteer Resources program will provide for a system of placement follow-up, ongoing evaluation of volunteer positions and volunteer performance reviews in order to ensure volunteer, staff and organization satisfaction with the volunteer program.

## **PURPOSE/RATIONALE**

Many volunteers incur out of pocket expenses in order to perform duties for our organization. This contribution is recognized and greatly appreciated. Out of pocket expenses may be a barrier for some volunteers involved in or wishing to be involved in the Volunteer Resources program. The Red Deer Public Library will make every attempt to remove that barrier.

## **POLICY**

1. Volunteers will be reimbursed for out of pocket expenses incurred while performing volunteer duties if the expenses are necessary to allow the volunteers to complete their tasks and if the expenses have been approved in advance by the supervisor.

RED DEER LIBRARY  
BOARD POLICY  
MANUAL

SUBJECT:  
CONCERNS/GRIEVANCES/  
APPEALS

SECTION: 10.15  
PAGE: 1  
DATE: DRAFT

### **PURPOSE/RATIONALE**

The Red Deer Public Library will provide a working environment that demonstrates a commitment to the well-being and fair treatment of our staff and volunteers.

### **POLICY**

1. The Red Deer Public Library recognizes the need to resolve any differences arising among volunteers or between volunteers and supervisors quickly and judiciously.

RED DEER LIBRARY  
BOARD POLICY  
MANUAL

SUBJECT:  
TERMINATION -  
VOLUNTARY

SECTION: 10.16  
PAGE: 1  
DATE: DRAFT

## **PURPOSE/RATIONALE**

## **POLICY**

1. The Volunteer Coordinator may conduct an exit interview with the volunteer who is voluntarily terminating their services.

### **PURPOSE/RATIONALE**

There may be situations in which termination of a volunteer's service by dismissal is deemed necessary.

### **POLICY**

1. A volunteer may be dismissed for providing unsatisfactory service, gross misconduct or failure to comply with policies and procedures.
2. Dismissals will be in writing and may take effect immediately.
3. In cases of dismissal for gross misconduct, termination will take effect immediately.

## **PURPOSE/RATIONALE**

Opportunities for the placement of persons through work experience, practicum, and internship programs arise regularly. Although applicants may be fulfilling a program requirement, they do not receive monetary remuneration, and therefore will be considered volunteers.

## **POLICY**

1. Any person required to complete hours for a work experience, practicum, and internship program may apply to the Volunteer Coordinator.
2. Volunteers placed with the Red Deer Public Library through work experience, practicum, and internship programs are subject to all other policies and procedures of the Volunteer Resources program, unless otherwise specified.

## **PURPOSE/RATIONALE**

The Red Deer Public Library, which offers services and programs to the community, recognizes the need to make every effort to provide safety and protection of people, property and resources which it manages in trust. The organization will develop, implement, and periodically review screening procedures to be used in the selection and placement of volunteers in order to promote this safety and protection. Screening will be conducted according to the characteristics and the demand of the specific position.

## **POLICY:**

1. Screening procedures for all applicants with the exception of:

- 1.1 board members who are appointed by external agencies;
- 1.2 practicum, internship and work placement students (pending waiver from contracting agencies);
- 1.3 volunteers under 12 years of age
- 1.4 One-time placements

Must include at least two (2) reference checks and a criminal records check.

Applicants will complete a child welfare check (CHIS) if applying for a position in which the applicant will be volunteering with children, or prior to being considered for a transfer to such a position.

2. Applicants under the age of 12 years old, who, by law, cannot be subject to a criminal records check, are required to comply with