

Purpose: The 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 staff members. The Board encourages the involvement of volunteers in all appropriate programs and activities.

1. Definitions:
  - 1.1. *Board*: the Medicine Hat Library Board
  - 1.2. *Coordinator*: any paid staff member who is responsible for the recruitment, orientation, training, monitoring, and evaluation of volunteers.
  - 1.3. *Homebound Services*: library materials delivery or reading program for people who are unable to access full library services due to physical condition.
  - 1.4. *Union*: Canadian Union of Public Employees Local 46 Library Bargaining Unit.
  - 1.5. *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. Board members are not considered volunteers within this policy.
  - 1.6. *TIC-TAC*: Teens Initiating Change Together and Committing.
  - 1.7. *Young Adult*: any person aged 13 to 17 years inclusive
2. The work of volunteers shall complement, but not replace, the work of paid staff members. Volunteers may share the work of a paid job description or do work not listed in a paid job description. All volunteer positions shall be disclosed to the Union to ensure Union understanding and support.
3. The TIC-TAC meets regularly with the Youth and Community Librarian and liaises with other staff members and the Board through the Youth and Community Librarian. The role of TIC-TAC is twofold:
  - 3.1. To act in an advisory capacity, on library collections, programs, and services as they relate to young adults.
  - 3.2. To increase active youth involvement in the Library and increase awareness among young adults of library services, programs, and collections.
4. Recruitment
  - 4.1. Coordinators are responsible for recruiting volunteers for volunteer positions they oversee.
  - 4.2. All individuals interested in becoming a volunteer must complete a volunteer application form. Application forms may vary depending on the volunteer position. Completion of an application form may be foregone for specific volunteer projects at the discretion of the Chief Librarian.
  - 4.3. Application forms shall be kept on file for a period of one year.
  - 4.4. Police checks and references are required for homebound services volunteer positions and may be required for other volunteer positions as they are established. The cost of a satisfactory police check shall be reimbursed by the Library.
  - 4.5. With the exception of TIC-TAC, 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 relevant Coordinator.
  - 4.6. Volunteers may not work directly under or be supervised by an immediate family member.
5. 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.
6. Volunteers may not use their library affiliation in connection with partisan politics, religious matters, or community issues.

7. Orientation and Training
  - 7.1. Volunteers shall receive a general orientation to the Library and be made aware of the Library's rules, expectations, bylaws, and policies by their Coordinator.
  - 7.2. Volunteers shall receive a current volunteer job description, where applicable, and training for the volunteer tasks they are expected to accomplish.
  - 7.3. Volunteers are expected to report to their Coordinator; however, staff members may offer guidance and advice to any volunteer where beneficial.
  - 7.4. Where appropriate, the Board may fund the cost of training or conference attendance for Library volunteers.
8. Volunteers have the opportunity to effect change in their position through suggestions or input to their Coordinator.
9. Access to Information and Confidentiality
  - 9.1. 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.
  - 9.2. 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.
  - 9.3. Volunteers are required to abide by Board Policy LM.2 on the confidentiality of records.
10. Work Schedules
  - 10.1. Work schedules and individual time commitments shall be arranged between each volunteer and their Coordinator. Volunteers who cannot meet a scheduled work assignment will inform their Coordinator in advance.
  - 10.2. Volunteers within the Library shall work during hours when adequate supervision is available.
  - 10.3. As Homebound Services volunteers cannot be regularly supervised, the Homebound Services Coordinator will maintain regular contact with Homebound Services volunteers and clients.
11. 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.
12. 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.
13. Where a course of action is not specifically prescribed by this policy, the volunteer is expected to abide by the Board's bylaws and policies.
14. 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.
15. The Board shall recognize the valuable contributions of volunteers through an annual volunteer reception. Volunteers may also be recognized via an honorarium and/or refreshments.
16. The services of a volunteer may be terminated by the Library or the volunteer.
  - 16.1. With the exception of TIC-TAC, volunteers wishing to terminate their service to the Library shall notify their Coordinator of this intent, in writing, as far in advance as possible.
  - 16.2. A volunteer may refuse an assignment offered by the Library.
  - 16.3. 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.