

Volunteer Policy

<i>Topic</i>	Human Resources
<i>Authority</i>	Board
<i>Related Documents</i>	<u>Collective Agreement between Wood Buffalo Regional Library and Canadian Union of Public Employees Local 2157-01</u>

Wood Buffalo Regional Library's (WBRL) volunteer program enhances and enriches existing library services and provides community members with the opportunity to become involved in the Library.

The work of volunteers complements, but does not replace, the work of paid library employees. Volunteer work is subject to the conditions established in the Collective Agreement between WBRL and the Canadian Union of Public Employees Local 2157-01 (CUPE 2157-01).

Definitions

- Volunteer: a person who performs tasks that contribute to the operation of WBRL or the provision of WBRL services, and is not paid a wage or salary by WBRL for performing these duties. Volunteers may be regular volunteers, special event volunteers or occasional volunteers. This definition does not include Library Board Members who, while volunteers, are governed by their own policies and the Libraries Act. Those serving on the Library Board are ineligible to act as regular service volunteers or receive volunteer recognition or rewards.
- Volunteer Coordinator: WBRL employee responsible for overseeing the volunteer program.
- Supervisor: WBRL employee who acts in a supervisory capacity to a volunteer and who is responsible for training, monitoring, and evaluating an individual volunteer.

Recruitment and Selection

Management and Volunteer Coordinator identifies volunteer opportunities. Volunteer applicants must complete a volunteer application form.

The Volunteer Coordinator and applicable Supervisor are responsible for reviewing volunteer applications. When a vacancy is available, candidates are contacted to ensure they are suited to and qualified for the vacant position. Volunteers shall not perform any task or duty for which a license or certification is required if the volunteer does not possess such license or certificate.

WBRL requires volunteers to be a minimum of fourteen years old. Volunteers who are 18 years of age and older may be required to complete a vulnerable sector check with the RCMP.

Volunteers are selected based on WBRL needs. Every effort will be made to match volunteer ability to the opportunity available. WBRL reserves the right to limit the number of volunteers working in the Library.

Library employees are not permitted to apply for volunteer opportunities.

Volunteer Agreement

To ensure a mutually beneficial relationship exists between WBRL and volunteers, all volunteers are required to sign a volunteer agreement.

The volunteer agreement outlines the responsibilities of each party, including the volunteer's task description, and is evaluated on a regular basis. If either party fails to meet their obligations, the other party may terminate the agreement.

WBRL discloses volunteer agreements with CUPE 2157-01 to ensure Union understanding and support.

Training and Evaluation

The Volunteer Coordinator or Supervisor gives every volunteer a general orientation to WBRL. Each volunteer also receives appropriate training for their specific work assignment, conducted by the Supervisor.

Volunteers receive performance feedback from their supervisor or the Volunteer Coordinator on a regular basis and as required. Volunteers and supervisors who have job satisfaction or performance issues should address these concerns in a timely fashion and not wait until the annual appraisal.

Conduct

Volunteers are representatives of WBRL and must conduct themselves in an appropriate manner when carrying out their assignments. Volunteers only complete the tasks outlined on their job description.

WBRL expects volunteers to fulfil their duties as scheduled and meet the commitments they make to the Library.

Volunteers are required to comply with all relevant WBRL policies and procedures.

Safety

WBRL expects all volunteers to abide by the WBRL safety policies and procedures.

Personal Vehicles

From time to time, volunteers may use their personal vehicles on WBRL business. Volunteers asked to carry out a task requiring the use of their personal vehicles will be compensated for this by a cash payment for every kilometer travelled. Mileage is reimbursed per the Administrative Reimbursement Guidelines and volunteers must abide by any provisions included in those Guidelines.

Volunteer Recognition

To recognize the valuable contributions made by individual volunteers, the Board sets aside funds in each budget year for volunteer recognition. The Volunteer Coordinator and Supervisor determine an appropriate method of recognition.

Termination of Volunteer Service

The services of a volunteer may be terminated by either the volunteer or WBRL.

To terminate service, the volunteer notifies the Volunteer Coordinator in writing as far in advance as possible.

WBRL may choose to terminate the service of a volunteer if it is deemed to be in the best interest of the Library or the volunteer. Terminations are handled by the Volunteer Coordinator.

History

Created: 1994.

Revised: January 19, 2022. March 20, 2024. April 16, 2025.