



Policy Type: Operational

Policy No: OP-07

Policy Title: Volunteer Policy

Effective: January 2026

Review Date: January 2030

Purpose

Volunteers strengthen the Library's connection to the community by contributing time, skills, and enthusiasm. Volunteer participation enhances Library services but does not replace the work of paid staff.

Scope

This policy applies to all individuals who offer their time without compensation to support Library programs, services, or special initiatives.

Guiding Principles

- The Library welcomes volunteers in a manner that reflects respect, inclusion, and community partnership.
- Volunteers represent the Library and are expected to act with courtesy, integrity, and good judgment.

Participation

- Volunteer opportunities depend on current organizational needs and may change over time.
- Individuals may be asked to complete an application, provide basic information, or participate in screening appropriate to the role.
- Either the Library or the volunteer may choose to end the volunteer relationship at any time.
- Depending on the nature of the volunteer role, individuals may be asked to obtain a Vulnerable Sector Check. The requirement for a VSC is determined at the discretion of the CEO based on the level of responsibility and the population served.

Expectations

- Volunteers follow Library policies, including those related to conduct, safety, and confidentiality.
- Volunteers do not perform tasks requiring professional certification unless they hold the appropriate qualification.
- Volunteers receive direction from Library staff responsible for the activity they support.

Privacy and Confidentiality

Volunteers may encounter information about patrons, staff, or Library operations. All such information must be treated as confidential and used only within the scope of volunteer responsibilities.



Safety and Responsibility

The Library strives to maintain a safe and welcoming environment for all. Volunteers are expected to act with care and report any safety concerns to staff.

Recognition

The Library values the contributions of volunteers and may provide confirmation of service upon request.

Records

Information collected from volunteers is used only for operational purposes and is retained for as long as necessary under applicable privacy requirements.