

Library Volunteers

Purpose

The purpose of this policy is to establish a clear framework for the recruitment, management, and recognition of volunteers at the Sylvan Lake Municipal Library. Volunteers are essential partners in helping the Library fulfill its mission to provide inclusive, accessible, and enriching services to the community.

Definition of a Volunteer

A volunteer is anyone who, without compensation or expectation of compensation beyond reimbursement, performs a task at the direction of and on behalf of the Library.

Scope

This policy applies to all individuals who volunteer their time and services to the Library, including students, adults, and seniors.

I. VOLUNTEER ROLES

Volunteers at the Sylvan Lake Municipal Library contribute to the success of library operations by supporting a variety of functions. These may include assisting with the organization and maintenance of library materials, providing support for programs and events, offering help with technology-related needs, engaging with the community through outreach efforts, and participating in special projects or fundraising initiatives.

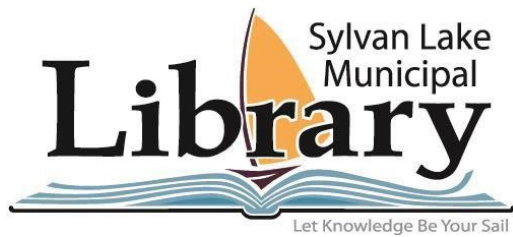
A. Recruitment and Selection

All prospective volunteers must complete an application form. Interviews may be conducted to assess suitability for available roles, and references may be requested. Volunteers aged 18 and over may be required to provide a current Criminal Record Check and a Drivers Abstract depending on the nature of their duties. Applicants under the age of 16 must have written consent from a parent or guardian.

B. Orientation and Training

Each volunteer will receive an orientation that introduces them to the Library's mission, policies, and procedures. In addition, volunteers will be provided with training specific to their assigned roles and will receive ongoing supervision and support to ensure a positive and productive experience.

C. Code of Conduct



Library Volunteers

Volunteers are expected to:

- Treat all patrons, staff, and fellow volunteers with respect and courtesy.
- Maintain the confidentiality of all patron, staff, and library information.
- Adhere to all library policies, procedures, and safety guidelines.
- Communicate promptly with supervisors regarding absences or changes in availability.

Volunteers must sign an **Oath of Confidentiality** prior to beginning their service. Volunteer hours will be recorded and recognized appropriately.

II. VOLUNTEER MANAGEMENT AND OVERSIGHT

The Library supports and values volunteerism as a means of enhancing services and community engagement. Volunteers are considered part of the library team and are expected to meet their commitments and uphold the standards of the organization.

A. Supervision and Evaluation

Library staff are responsible for interviewing applicants, conducting orientation and training, and providing ongoing support. The Library Director reserves the right to evaluate volunteer placements and performance. This may result in reassignment or termination of the volunteer relationship in cases of unsatisfactory service, misconduct, or failure to comply with library policies.

B. Conflict Resolution and Grievances

Volunteers who experience harassment, interpersonal conflict, or concerns about working conditions may file a complaint with the Library Director or Library Board. If the issue is not resolved satisfactorily, a formal grievance may be initiated following the same process available to library employees.

C. Insurance and Reimbursement

Volunteers using personal vehicles for library-related activities must carry their own vehicle insurance. With prior written approval, volunteers may be reimbursed for out-of-pocket expenses incurred while performing library duties.

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