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| Section | Resources | Section#: | 3 |
| Sub-section | Volunteers | Sub-section #: | 3.6 |
| Topic | Supervision & Record Keeping | Policy #: | 3.6.4 |

A. Supervision of Volunteers

The CEO/Chief Librarian will be responsible for ensuring that the volunteer program at all locations operates in a manner that meets the needs of the Library and the volunteers. The CEO/Chief Librarian will be responsible to ensure that the Library Board is kept adequately informed regarding the status of the volunteer program.

All individuals volunteering for the New-to-You stores will be under the overall supervision of the Chemung Community Care Coordinator and must adhere to all standard operating procedures and policies as established by Chemung Community Care. The Library recognizes the right of staff of Chemung Community Care to make decisions in regard to the supervision of volunteers.

Branch Librarians or staff will oversee the day to day work of the volunteers within their areas of responsibility. The level of supervision will be related to the role and the level of experience of the volunteer.

Volunteer supervision includes but is not limited to:

- Branch orientation and ongoing training
- Scheduling volunteer shifts
- Ensuring regular and open communication between staff and volunteers
- Mediating disputes and personnel concerns
- Solicit and provide volunteer feedback
- Informal recognition

Youth Volunteers

Staff or an adult volunteer shall supervise and act as a mentor to the youth volunteer.

If staff is not present, youth work under the authority of and shall take direction from adult volunteers present at the time.

Staff will conduct regular check-ins with youth volunteers to receive and provide feedback.

B. Record Keeping

All necessary personnel records will be maintained by the Selwyn Public Library to support adequate assessment, recognition and planning for the Volunteer Program

Staff shall provide youth volunteers with a record of community service hours that may be used to support the requirements for a secondary school diploma.

Statistics will be maintained by Branch Librarians to ensure sufficient information is available for planning, reporting, and recognition purposes.

Branch Librarians and staff will ensure that records of service for each volunteer, including dates of service, positions held, duties performed, awards received and other pertinent information are kept current. Maintenance of records of service will be delegated to the Branch Librarian and staff. New-to-You Store records of service will be maintained by the Chemung Community Care Coordinator.

The CEO/Chief Librarian will consolidate Library and New-to-You Store records of service annually in order to provide recognition for years of service at the Township and Library level.

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| History: | | | |
| Date of Original Board Motion: | February 2022 | Motion # | 2022.017 |
| Date of Amendments: (if any) | | | |
| Date of Next Review: | | | |
| Attachments: | | | |