

Section	Resources	Section#:	3
Sub-section	Volunteers	Sub-section #:	3.6
Topic	Retention	Policy #:	3.6.5

A. Recognition of Volunteers

The Library recognizes and values the work contributed by volunteers to the Library and will ensure that the volunteer program receives sincere and ongoing formal and informal recognition.

Regular feedback will be provided to the Board and to members of Selwyn Township Council, highlighting the contributions of volunteers to the Library.

An estimated expense amount to cover the cost of formal and informal recognition is included in the annual budget approved by the Board.

Formal Recognition

Library and New-to-You Store volunteers will be recognized for their length of service as detailed below. The recognition gift/award will be presented to the volunteer at an event deemed appropriate by the Library Board e.g. annual dinner or other such yearly event.

The Library participates in the Ontario Service Awards and staff will recommend volunteers for service recognition on an annual basis.

The Library participates in the Township of Selwyn Public Library Volunteer Service Awards program, recognizing volunteers for years of service.

The value of the gift/award will be determined by the years of service:

- 1 year – small token of recognition (e.g. Township pin)
- 3 years – plaque located in a public location of each Library with names engraved
- 5 years – gift of recognition; approximate value \$10.00
- 10 years – gift of recognition; approximate value \$20.00
- 15 years – gift of recognition; approximate value \$30
- 20 years – gift of recognition; approximate value \$40
- 25 years – Township/Library reception linked with perhaps the Fire Department; gift of recognition approximate value \$50.00
- 30 years - Plaque presented to volunteer, bouquet of flowers etc. approximate value \$100

Informal Recognition

Informal methods of recognition will occur on an ongoing basis. Suggested methods may include, but are not limited to: personal contact, notes, phone calls, cards, food, press releases, and book dedications.

Staff may determine that youth volunteers receive alternative recognition than included in the regular recognition process.

Volunteer personnel are exempt from overdue charges and receive preferred rates on their use of the copier, fax and printing from the computer.

Staff may supply a written letter of reference upon request for volunteers indicating the length of service and nature of the duties performed during this time.

B. Dismissal of a Volunteer

Policy:

Staff will have regard for the values and established policies and procedures of the Selwyn Public Library when determining a response to inappropriate behaviour on the part of a volunteer.

The CEO/Chief Librarian, in consultation with Library staff, may dismiss a volunteer for a serious infraction.

Procedures:

1. Performance issues of a minor nature will be dealt with verbally and immediately on a one-on-one basis by the direct supervisor.
2. If during general supervision an indication of a potential problem with overall performance and standard of work arises, staff will directly monitor the situation to assess and determine an appropriate response.
3. If possible and deemed appropriate by staff, alternatives to dismissal may be considered for concerns of a minor nature. Alternatives could include a leave of absence, reassignment, or retraining.
4. Minor misconduct resulting in a verbal warning may include disruptive verbal behaviour, minor breaches of confidentiality or trust, neglect of duties or responsibilities or a violation of the Library's values, vision or guiding principles.
5. Serious infractions resulting in immediate suspension and dismissal if substantiated will include a major breach of confidentiality, theft, physical violence, sexual assault,

abuse, the use of alcohol, marijuana, or illicit drugs while undertaking volunteer duties, or the committing of any other criminal offence.

6. A written record should be kept of all infractions and added to the volunteer's personnel file as set out in policy 3.6.2 Volunteer Recruitment and Screening.
7. The reason for dismissal of a volunteer will be included in the volunteer's personnel file.

Leave of Absence

Policy

Volunteers may, for personal reasons, request up to a six month leave of absence and maintain their years of service seniority.

An attempt will be made to hold a position open following a leave of absence, however the Library cannot guarantee that a volunteer may return to their original position.

Resignation of a Volunteer

Policy:

Long term volunteers resigning from the Library organization will be recognized in a manner determined by staff or Board.

Procedures

1. The length and nature of service by the volunteer and consideration of individual circumstances will guide staff when acknowledging the retirement of a volunteer.
2. Whenever feasible, an exit interview will be conducted by staff.
3. Notwithstanding the above, all retiring volunteers who have contributed a minimum of 10 years to any of the Library organizations will have a suitable book name plated and added to the collection in the library branch they are most closely associated with. These items will remain in the collection at the discretion of staff for a minimum of five years.

Death of a Volunteer

Policy:

The Library will provide appropriate recognition of an individual currently on the volunteer list at the time of their death.

Procedures:

1. Volunteers forced to withdraw their services due to health are considered current and will be granted a leave of absence until either their health issues are resolved and they resume their duties, they resign, or pass away.
2. Staff will be responsible for forwarding an expression of sympathy in the form of a card from the Library to the family.
3. If the volunteer's commitment has been particularly longstanding and significant, further public acknowledgement of the volunteer's contribution may also be deemed appropriate. This will be at the discretion of staff and may involve articles in the paper, involvement in memorial services etc.
4. A book will be purchased; name plated and placed in the regular collection of the Library Branch most closely associated with the volunteer. These items will remain in the collection at the discretion of staff, for a minimum of five years.

Attachments

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