



POLICY

Policy Name	Volunteer		
Section & Number	Board P-17	Effective Date	2023-04-20
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Author	Human Resources	Next Review	2030
Policy Maintenance	Reviewed by Management		

Policy Statement

The St. Catharines Public Library (SCPL) values the contributions of volunteers as an important complement to the services provided by library staff. Volunteers enhance SCPL's ability to offer programs, services, and community engagement opportunities; however, volunteers do not replace paid employees.

Scope

This policy applies to all volunteers in all SCPL programs and service areas, unless otherwise stipulated. The Board is not included as its members are appointed by City Council.

A volunteer must be at least 14 years of age at the time of performing any volunteer activity, however; specific requirements of some tasks may impose other age restrictions.

Volunteering does not constitute, neither implicitly or explicitly, an employment agreement between SCPL and any volunteer.

SCPL reserves the right to amend any section or subsection contained within this volunteer policy.

Volunteering is to be conducted in a manner consistent with relevant SCPL policies and procedures.

Definitions

Volunteer means a person who is not an employee and who donates their work and acts at the direction of and within the scope of duties determined by SCPL, and is not paid a fee, salary or other compensation by SCPL or anyone else for their work performed for SCPL.

Regulations

Municipal Freedom of Information and Protection of Privacy Act (MFIPPA)

Occupational Health and Safety Act (OHSA)

The Ontario Human Rights Code (OHRC)

Accessibility for Ontarians with Disabilities Act (AODA)

Operational Guidelines

1. Volunteers have distinct but complementary roles from paid employees. They are not used to replace or displace paid employees, backfill existing employee positions or address workload pressures.
2. Volunteers will not perform any task or duty for which a professional, specialized, or regulated license or certification is required (a lawyer, nurse/medical professional, or financial advisor conducting a workshop in which professional advice is offered).
3. Volunteer opportunities for specific assignments will be developed in a position description, which will identify the tasks and responsibilities of the position and the SCPL department. Volunteer opportunities that arise through community suggestions will be developed in collaboration with the prospective volunteer, including a list of tools and equipment proposed to use.
4. Volunteers will be interviewed, and references and any required documentation (e.g. Police Records Check, Driver's License, Driver's Insurance) will be verified.
5. Successful completion of SCPL's designated onboarding program is a mandatory prerequisite for all volunteers. This program includes all legislated training (e.g., AODA, OHSA) and any additional role-specific training prescribed by the Library.
6. Annual refresher training is mandatory for all volunteers, regardless of their role or term length (e.g. short-term event photographers).
7. Volunteers must act under SCPL direction and within established guidelines and scope.

8. SCPL is not responsible for loss or damage to a volunteer's personal property (e.g. vehicles, tools, equipment) and volunteers are expected to maintain their own insurance for any personal property they use while volunteering.
9. For any volunteer role that involves driving, the volunteer must provide annual verification of a valid driver's license and proof of personal automobile insurance with a minimum liability limit of \$2 million. It is the volunteer's responsibility to provide updated documentation upon expiry.
10. The supervising manager will address concerns and/or issues when needed.
11. Volunteers will be recognized for their contributions through the annual Volunteer Recognition.
12. Where a conflict of interest or perceived conflict of interest exists, the volunteer shall declare the conflict, or perceived conflict, and withdraw from direct involvement in the matter and refrain from any discussion or comment that might influence a decision.