

Volunteer Program Policy

Effective: May 22, 2025

Next Review: May 2029

PURPOSE

The purpose of this policy is to define the role of Volunteers within the London Public Library (Library).

SCOPE

This policy applies to Volunteers in all programs and services authorized by and undertaken on behalf of the Library, with the exception of the trustees of the Library Board and its committees, and the volunteers and members of the Friends of the Library, unless otherwise specified.

DEFINITIONS

- **Volunteers** means people who voluntarily extend their services to actively support the Library, without receiving wages or expectation of compensation and who are officially accepted and enrolled by the Library.

POLICY STATEMENT

It is the policy of the Library to support a Volunteer Program.

- The purpose of the Library's Volunteer Program is to enhance and enrich services provided by the Library by actively engaging members of the community who wish to support the Library, its Purpose and Values and Strategic Plan, and contribute to their community through volunteerism.
- The Volunteer Program is guided by the terms of the Letter of Understanding between the Library Board and Canadian Union of Public Employees, Local 217.
- The Library accepts the services of Library staff as volunteers for work which is outside the scope of regular staff duties and is provided outside of usual working hours.
- The Library develops and implements guidelines and procedures for the Library Volunteer Program.

ACCOUNTABILITY

Accountability for the establishment and management of the Library Volunteer Program is vested in the office of the Chief Executive Officer & Chief Librarian which delegates this activity to qualified and knowledgeable staff.

Accountability for the application of this policy resides with the Library Board. The Board will ensure that:

- The policy is applied in the context of the governance policy framework of the Library;
- The terms of the policy are applied;
- Through the CEO & Chief Librarian, management processes, procedures and guidelines are followed; and
- The CEO & Chief Librarian acts in accordance with the policy.

Persons from the community with concerns related to the application of this policy may address the Library Board through the delegation process.

INQUIRIES

- Administrator, Volunteer Services
- Director, Customer Services & Branch Operations
- CEO and Chief Librarian