

# Volunteers Policy

## VOLUNTEER POLICY

### Purpose

This Volunteers Policy guides the way in which Goulburn Valley Libraries (GVL) supports the use of volunteers.

### Objectives

We aim to develop a more inclusive relationship with our communities. We will achieve this by providing opportunities for members of the general public to obtain experience in volunteering and thus contributing to the provision of services for Goulburn Valley Libraries.

### Definitions:

- Goulburn Valley Libraries Library includes Goulburn Valley Libraries branches, Administration and the Mobile Library
- Volunteer refers to a person from the community who has GVL approval to perform duties for GVL without monetary compensation

### Position of Volunteers

Volunteers are not employees of GVL and must not, under any circumstance, receive any remuneration of financial or other compensation for their services, or have access to the LMS. Volunteers must under no circumstance have access to any GVL building or be in a GVL building without GVL staff.

Volunteers are not covered by GVL workers' compensation insurance. GVL does provide limited personal accident insurance for volunteers while undertaking authorised duties as a volunteer.

Volunteers will be covered by public liability insurance policies while undertaking authorised duties as a volunteer. These do not cover volunteers' use of their own motor vehicle, or ambulance cover, which in all cases is undertaken at their own risk.

### Appointment of Volunteer

Individuals who are interested in becoming volunteers must complete a "Volunteer Application Form." This form is required to be completed and lodged with a BOIC. Following receipt of an application, and review of the application, the BOIC may contact a suitable applicant and meet with them to discuss their application. This meeting will discuss volunteer options and opportunities. Following the meeting, the BOIC will liaise with the Library Services Manager and determine appropriateness for approval. All paperwork must also be submitted to the HR Coordinator for personnel records.

Doc Name: Volunteers Policy		Prepared By: A Tomietto	
Status: Approved	Review Date: Feb 19	Issue Date : 15/2/16	Approved By: K Preece

The BOIC will notify successful applicants in writing of the result of their application. All applications will be assessed on an individual case basis. GVL reserves the right to accept or decline offers to perform voluntary work.

A probationary period may be required depending upon the task.

If the position involves working with children, a Working with Children's Check must be provided by the volunteer to the BOIC.

Volunteers must adhere to this Policy, and all other relevant Policies and Procedures of GVL at all times.

Volunteers may only undertake work under the supervision and direction of an appropriate GVL employee.

Failure by a volunteer to comply with this policy, or other applicable GVRL policies, may result in GVL terminating the volunteer's engagement.

GVL will endeavour to keep volunteers informed of matters that affect them.

### **GVL Statement of commitment to volunteers**

GVL will:

- provide effective induction and training
- provide a place of work which is safe and suitable for the task(s) being performed, and will provide the necessary equipment, and provide training which is appropriate to the task(s) and volunteer
- provide a clear description of the tasks to be performed
- consult volunteers on matters that affect them, and provide opportunities for volunteers to make suggestions about work practices
- treat volunteers professionally and in accordance with organisation policies

### **GVL Statement of expectations of volunteers**

GVL expects volunteers to:

- perform tasks which they have agreed to undertake at the appointed time unless negotiated or notified otherwise
- be responsible to the particular section or branch where they are performing their duties but ultimately to the CEO through BOICs and the Library Services Manager
- perform all tasks to GVL standards or to the satisfaction of the supervisor
- accept and abide by all GVL rules and policies
- are not to access library computer systems to do circulation tasks or access the LMS
- behave professionally towards staff and other volunteers and generally uphold the GVL good standing with the people of the region
- refer ALL information enquiries to library staff (*this includes searching for books using the LMS, locating items on shelves for patrons, and assisting online users with enquiries*)

### **Volunteer Terms and Extensions**

Volunteer applications are reviewed every twelve (12) months. A review of applications may result in an extension for a further twelve (12) months.

## **Conditions**

1. Before commencing, volunteers will have completed and provided the following:  
Volunteer Application Form  
Volunteer Contract (includes Confidentiality Agreement )  
Police Check  
Driver's Licence Check (if applicable)  
Youth Volunteer Kit and Application Form and Agreement (if under 18 years)  
Working with Children's Check (if working with children and young adults)
2. Regular attendance times must be organised with the relevant GVL supervisor/Branch Library Officer
3. A Volunteer may provide up to 5 hours of assistance in routine tasks each week
4. No remuneration for expenses (i.e. travel) will be provided to volunteers unless detailed in writing and approved by the CEO
5. Volunteers must dress neatly when on duty in the library
6. Volunteers will be required to wear an identifying volunteer name badge bearing the Library Logo and first name of the volunteer to signify their voluntary capacity to library customers
7. Volunteers must sign on and off duty each visit in a log book provided for the purpose. This logbook will include the time work commenced and concluded.
8. Volunteers must adhere to OH&S requirements to ensure compliance with GVL OH&S policies and safe work procedures.

## **Tasks/Duties**

Tasks that may be offered to volunteers include:

- Delivering library materials to the housebound (must be a member of the Friends group)
- Shelf reading
- Tidying/cleaning collection areas
- Assisting with displays
- Preparing materials for book sales
- Collating materials for showbags and kits
- Assisting in organising craft supplies and materials
- Assisting with general administration tasks ie: sticking labels on envelopes, sealing envelopes, putting materials in envelopes, laminating, stamping items etc
- Tasks that assist in the presentation of the library and its collections
- Folding brochures and flyers
- Assisting with events
- Check discs for scratches and items for all discs

Tasks that cannot be offered include:

- No use of staff computers and the LMS ie: discharging items, charging items
- Shelving
- Requesting patrons to leave the library at closing times
- Information enquiries and bibliographic searching using the LMS

Any duties or projects in addition to those above must have the approval of the CEO or Library Services Manager.

## Statement on voluntary work in library and information services (ALIA)

### Short title

Voluntary work in library and information services

### ALIA objects addressed

To promote and improve the services provided by all kinds of library and information agencies

### Principle

ALIA emphasises that the efficient collection, organisation and dissemination of information requires a highly-trained, paid library and information services workforce with increasingly sophisticated skills.

### Statement

Use of volunteers in library and information services for specific short-term purposes is acceptable but must never compromise the quality of service provision, nor undermine paid employment in any way.

1. ALIA affirms that volunteer workers must not replace appropriately trained and paid staff:
  - a. to compensate for the reduction, or withdrawal of services caused by inadequate staffing establishments, failure to fill vacant posts, or cutbacks in overall library and information services funding; or
  - b. to establish and maintain library services or outreach programs which would normally be established and maintained by paid library staff.
2. The replacement of trained, paid library staff by volunteers can only lead to a deterioration in the standard and the effectiveness of services, be wasteful of resources and be detrimental to the interests of library users.
3. Groups of persons such as Library Committees, Friends of the Library, Friends of the Faculty are of value to libraries and the functions of such groups should be defined by the librarian; their role should be separate from the day-to-day operation of the library service.



I have read and understood the content of this document and confirm that the information provided is true and correct. I will take full responsibility to make sure my details are accurate and will notify any changes within 14 days.

Signature:

Print Name:

Date:

**VOLUNTEERING CONTRACT**

Each time you are in the library as a volunteer you will need to sign in and out.

If you are unable to attend your regular session you will need to let you will need to let the library know as soon as possible.

**Volunteers do not have access to staff library computer systems.**

You are expected to observe normal standards of business behavior.

Personal details relating to staff and library customers are to be treated as confidential and under no circumstances are to be divulged to the public.

*I have read and understood this Agreement and the following document:*

Volunteer Policy

Interviewed by: .....

Review Date: .....

*I agree to abide by all relevant policies and procedures.*

\_\_\_\_\_  
Name of Volunteer (please print)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name of Branch Officer in Charge

\_\_\_\_\_  
Signature

Date: .....

**VOLUNTEERING MANUAL**

Name:

Branch/Location:

Your Roster:

<b>Day</b>	<b>Time</b>	<b>Library Opening Hours</b>
Monday		
Tuesday		
Wednesday		
Thursday		
Friday		
Saturday		
Sunday		

**Staff Name:** .....

**Supervisor's Name:** .....

**Supervisor's phone number:** .....



## **LIBRARY VOLUNTEER POSITION DESCRIPTION**

### **THE OBJECTIVE OF THE ROLE:**

The objective of the role is to contribute and support the range of services and programs provided by Goulburn Valley Libraries. Volunteers are expected to have good communication, organisational and listening skills; the ability to be patient, understanding and respectful of all staff and visitors to the library service; and a willingness to be flexible and enthusiastic.

### **RESPONSIBILITIES AND DUTIES OF THE ROLE:**

Volunteers undertake a range of tasks according to the needs of the library service. Duties include:

- Delivering library materials to the housebound (must be a member of the Friends group)
- Shelf reading
- Tidying/cleaning collection areas
- Assisting with displays
- Preparing materials for book sales
- Collating materials for showbags and kits
- Assisting in organising craft supplies and materials
- Assisting with general administration tasks ie: sticking labels on envelopes, sealing envelopes, putting materials in envelopes, laminating, stamping items etc
- Tasks that assist in the presentation of the library and its collections
- Folding brochures and flyers
- Assisting with events
- Retrieving items from shelves eg: Holds List
- Check discs for scratches and items for all discs

Any duties or projects in addition to those above must have the approval of the CEO or Library Services Manager.

### **THE VOLUNTEER REPORTS TO:**

Volunteers receive direction and supervision from library staff in accordance with the Goulburn Valley Libraries Volunteers Policy.

### **REQUIREMENTS OF THE ROLE:**

- A Completed Volunteer Application Form and Contract
- Good communication, organisational and listening skills
- An interest in or knowledge of the range of services and programs provided by Goulburn Valley Libraries