

## Clarence Regional Library Volunteer Policy

**Policy, procedure, protocol**

POLICY

**Adoption date**

April 2013

**Review due date**

April 2015

**Responsible officer**

Regional Librarian



BELLINGEN SHIRE COUNCIL



## 1. Purpose

The Clarence Regional Library recognises the valuable contribution that volunteers make to the Clarence Valley Council and Bellingen Shire Councils communities. Volunteers provide the Library with the opportunity to expand its involvement with the local community through programs such as the Home Library Service, volunteers are essential in the maintenance of library services and in assisting staff to use their time for professional and technical library tasks. Voluntary assistance includes groups of persons such as the Friends of the Library, students, and individuals wishing to gain work experience.

## 2. Definitions

Volunteers are defined as people who undertake activities:

- Of benefit to the community
- Of their own free will.
- Without monetary reward (reimbursement for out-of-pocket expenses is not regarded as payment.)
- Not used as substitutes for paid staff

## 3. Procedures

Volunteers at the Library:

- Will be interviewed by the library staff member in charge of the day to day operations of the library before starting any volunteer work.
- Will sign a Voluntary Workers Agreement upon commencement of voluntary work.
- Selected volunteers will have a trial period of 2 months with a review at the end of this time and regular reviews thereafter.
- Work under the direction of a staff member.
- Will be trained so they can carry out tasks effectively.
- Are provided with a safe working environment
- Are expected to notify the Library if they are unable to volunteer at their regular time
- Identified by a VOLUNTEER badge.
- Will be informed of any changes that may affect their work.
- Should direct any questions or enquires to the Library Staff.
- Will be informed of the emergency exits and safety features of the building.
- Are asked to provide the Library with up to date records of their personal details in case of an emergency.

The Library will:

- Reserve the right to terminate the service of a volunteer if deemed necessary.
- Maintain an up to date file of volunteers.
- Train all volunteers in each task so they have the necessary skills.
- Supervise the work of the volunteers, providing them with feedback.
- Ensure that the volunteers have an understanding of safe operating procedures

Volunteers are invited to participate in the following activities:

- assisting in the support services operations of the Library – some aspects of materials end-processing; repairing library materials; determining the condition of audiovisual items, Photocopying – forms, display materials, Storytime sheets, holiday activities sheets.
- shelf tidying, shelf checking and shelving of items
- general support e.g. assisting clients with the use of library hardware – photocopiers, printers, PCs, reader-printers – IT assistance with the general public e.g. catalogue, Internet – assistance with supervision of children at Storytime and with preparation of children’s craft sessions – assisting with displays, promotional tools and community information databases.
- assistance with specialised tools in the family and local history areas (for volunteers with a background in these areas);
- Selection of materials for housebound clients registered with the Home Library Service and delivery of Home Library Service using private vehicles.
- JP assistance

#### **4. Conclusion**

For more detailed information on volunteering for your Local council please refer to that councils specific Volunteering Policy.

#### **5. Attachments**

Clarence Valley Council Volunteer Protocol

Clarence Valley Council Volunteer Workplace Induction Record

Clarence Valley Council Volunteer Handbook

Clarence Valley Council Volunteer Reference Check

Clarence Valley Council Volunteer Application Form