

# Randwick City Library Volunteer's Policy

Effective Date:	July 2014
Contact Officer:	Library Services Manager
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## Objective

The purpose of this document is to detail policies, practices and guidelines for the volunteer program offered by Randwick City Library.

## Policy Statement

### 1. Introduction

Randwick City Library (RCL) operates through three library locations providing community members access to information, culture, recreation and heritage resources. The use of volunteers allows the community to become involved in enhancing the Library services and supplement the efforts of paid staff in special projects.

### 2. Definition

Library volunteers are defined as people who undertake activities:

- of benefit to the community
- of their own will
- without monetary reward

The following are NOT considered to be volunteers:

- Students seeking formal work experience from high school and those who seek industry placement as part of the course requirement in tertiary institute
- Those who are under the 'return to work' or 'light duties placement' from other part of Council or organisation

Volunteering by people who are unemployed:

- Volunteering is not an acceptable long term alternative for a person seeking paid employment; however it can be valuable as it provides opportunities to learn new skills, maintain existing skills, increase self-esteem and obtain current referees and also familiarise with current workplace.
- No one person should volunteer for more than an average of 10 hours per week.

### 3. Policy

The decision to engage the service of volunteers will be based on:

- Careful assessment of the tasks that can be performed by volunteers
- Prior evaluation of the skills and/or knowledge that volunteers can provide to the Library
- Relative costs and benefits of using volunteers
- Assessment of the impact on paid employment opportunities within Randwick City Library
- The Library shall make use of the services of volunteer workers chosen to supplement and not to replace the work done by trained and paid Library staff
- An assessment of the capacity of the service point to manage and co-ordinate the tasks to be done by volunteer workers

RCL will ensure volunteer-based services are:

- adequately supervised and managed
- of consistent quality, and
- adequately resourced

Tasks to be performed will be clearly defined and matched to the volunteer's expectations, interests, time commitment and skills:

- This involves a detailed description of the task and a competent assessment of the volunteer worker
- Tasks/duties must be meaningful, not contrived or designed to 'make work', and should not exploit volunteers. Volunteer workers will not be assigned to perform tasks that staff are reluctant to do

Where volunteer workers are used, RCL shall provide and publicise a clear statement detailing:

- Why volunteers are being involved
- Their roles and responsibilities
- Code of practice

Sources for the recruitment of volunteers will include:

- Community or local papers
- Posters or brochures displayed in the library
- Students or senior citizens groups
- Community service organisations

#### Selection and recruitment

Prospective volunteers will complete an application form (refer to appendix 1) which is designed to meet the needs of RCL and/or a specific project. Applicants are asked whether they have a police record and

whether they would agree to a police background check, although this may not actually happen. Applicants will be asked to supply one personal reference. Volunteer workers will be recruited and selected for tasks in a fair, open and equitable manner.

Students seeking to fill school community service requirements are asked to provide a letter from the school or teacher detailing the assignment.

## Training and supervision

Volunteer workers will be working closely with Library staff. Training and skills needed to perform the task will be provided. Each volunteer will be assigned one primary staff member to guide them in their work. All volunteers will be adequately supervised.

## Recognition

Recognition is an important component of a Volunteer program and is often the only reward for the volunteer worker. RCL will recognise the contributions of volunteers through proper acknowledgement in formal and informal events and the issue of certificate of service.

## 4. Rights of Volunteers

- Be advised of RCL policies and procedures, service guidelines, standards and expectations
- Be given a suitable assignment and clear statement of the tasks to be performed
- Be given sufficient training to enable them to carry out their tasks
- Be adequately supervised
- Be able to speak to and be heard by a senior staff member if they have concerns and /or complaints
- Be informed about workplace protocol
- Be respected and treated as co-workers
- Be provided with equipment necessary to do the job
- Be able to work in a suitable, welcoming and pleasant environment
- Proper insurance cover when performing tasks in the workplace
- Adequate WH&S protection

## 5. Code of Practice

### Code of practice for volunteers

- To provide appropriate references as required

- To be reliable in their commitment to the tasks assigned
- Volunteers are recognised by the public as representatives of the Library and as such are expected to act in accordance with library policies, to perform the volunteer activities to the best of their abilities
- To maintain confidentiality in respect of all information gained in the course of their work
- To observe the requirements of NSW Work Health and Safety Act and report WHS hazards or concerns to supervisor
- To record attendance for insurance and other purposes
- To accept and follow directions from their supervisor
- To provide feedback to their supervisor on the progress of projects/tasks they are involved
- To undertake training as required
- To report problem as it arises

### Code of practice for RCL engaging volunteer's service

To promote excellence in service and maximise the quality of volunteer's experience, RCL will:

- Make an appropriate commitment to meet the legitimate expectations of volunteers and to encourage ongoing feedback from volunteer workers
- Interview volunteer applicants to match the most suitable applicant to the tasks available
- Provide to volunteer workers induction program, training, support and supervision, task description and workplace conditions similar to that given to paid staff
- Have appropriate forms of recognition for the work done by volunteers, which will include mentioning in
  - Newsletters, internal and external
  - Social functions
  - Certificates of service
- Undertake periodic reviews to ensure that volunteer tasks continue to be relevant and appropriate for volunteers to perform
- Change or terminate a volunteer's placement when necessary with ample prior notice

Minute No: W50/2007

Meeting Date: 9 October 2010

Amended: July 2014

APPENDIX 1 Volunteer Application Form

## Randwick City Library Volunteer Application Form

Randwick City Library appreciates the contributions of volunteers who assist in performing a variety of tasks. To make your voluntary work a satisfying and rewarding experience, we want to match your skills and interests to the tasks available. Please complete the following form with this in mind.

**You must be at least 16 years of age to join the volunteer program.** Volunteers under 18 years of age must have a parent/guardian complete the consent section of this form.

TITLE : \_\_\_\_\_ SURNAME: \_\_\_\_\_ GIVEN NAME : \_\_\_\_\_

ADDRESS: \_\_\_\_\_

PHONE : \_\_\_\_\_ MOBILE : \_\_\_\_\_

In case of emergency, notify \_\_\_\_\_

PHONE: \_\_\_\_\_ RELATIONSHIP : \_\_\_\_\_

Why do you want to volunteer?	
Past work experience (include voluntary work)	
Skills and Interests	
Language	
Occupation (current) If applicable	
Do you have a medical condition that may affect your voluntary work, or special provision is needed in the workplace?  If yes, please give details	<input type="checkbox"/> No <input type="checkbox"/> Yes
How much time do you have available for volunteer work?	_____ hours per week / fortnight

Which day or time you prefer to work?	<input type="checkbox"/> Monday <input type="checkbox"/> AM <input type="checkbox"/> PM    Other : _____ <input type="checkbox"/> Tuesday <input type="checkbox"/> AM <input type="checkbox"/> PM <input type="checkbox"/> Wednesday <input type="checkbox"/> AM <input type="checkbox"/> PM <input type="checkbox"/> Thursday <input type="checkbox"/> AM <input type="checkbox"/> PM <input type="checkbox"/> Friday <input type="checkbox"/> AM <input type="checkbox"/> PM
At which Library would you prefer to work?	<input type="checkbox"/> Bowen <input type="checkbox"/> Margaret Martin <input type="checkbox"/> Malabar
Would you prefer working with: (please indicate all that apply)	<input type="checkbox"/> Children <input type="checkbox"/> Seniors <input type="checkbox"/> Young Adults <input type="checkbox"/> Adults <input type="checkbox"/> Cultural & Linguistically Diverse community <input type="checkbox"/> Non-public

**Here are some of the areas requiring the service of volunteer workers. Please indicate your choice. However, we will assess your skills and the requirement of the tasks before we can engage your service.**

- Library Welcome Ambassador**
- Library displays assistant**
- English conversation group leader/tutor** (special conditions apply)
- Assist with the selection of Library resources** (special conditions apply)
- Assist with library book sale**
- Assist with processing library materials**
- Assist with mending & repair of library AV resources**
- Assist with Local History projects**
- Provide support to events/activities of “The Next Chapter”**  
(The Next Chapters are a series of programs for the older members of the community)
- Assist and provide support to CyberWise workshops**  
(These workshops are for seniors to learn Internet skills)
- Assist and support home library service**
- Assist and support children activities**



**REFERENCE INFORMATION**

Please provide a personal or professional reference. Check one

- Personal                       Professional (e.g. Teacher or supervisor)

NAME : \_\_\_\_\_ PHONE : \_\_\_\_\_

Have you ever been convicted of a crime other than a minor traffic violation?

- Yes                               No

If yes, please explain \_\_\_\_\_

Note: A conviction will not necessarily preclude your volunteering. This information will be used only for volunteer-related purposes.

*I authorise Randwick City Library to make inquiries as to my experience and character, and to certify that all statements made on this application are true.*

Signature \_\_\_\_\_ Date \_\_\_\_\_

**PARENT / GUARDIAN CONSENT (for volunteers under age 18)**

I give permission for \_\_\_\_\_ to join the library volunteers program, if his/her application is successful, at Randwick City Library for a maximum of \_\_\_\_\_ hours per week.

I understand that proper training and supervision will be provided. If you need to contact me, my phone number is \_\_\_\_\_.

Signature \_\_\_\_\_ Date \_\_\_\_\_

**Office Use Only**

Interview date:	Task assigned:
Comments:	

- Library Volunteers Policy is issued and explained to applicant**

- Task description is issued and explained to applicant**

Interviewed by \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

**Supervisor:**

**Working schedule:**

**Commencement date:**