

## **CORANGAMITE REGIONAL LIBRARY CORPORATION**

### **Volunteer Policy**

#### **Introduction**

Corangamite Regional Library Corporation (CRLC) values the opportunity to work with a body of volunteers drawn from the community to

- Develop reciprocal links of service
- Draw on experience, knowledge and skills volunteers bring
- Provide satisfying work

#### **Purpose**

The aim of this policy is to develop and maintain meaningful volunteer programs, which will assist CRLC to achieve its goals.

#### **Accountabilities/Responsibilities**

Volunteers are able to assist with the routine work performed in the branches or headquarters, or participate in special projects, depending on their skills, interest and availability of suitable tasks. Volunteers cannot be utilised in all areas of the Library service.

Tasks that may be offered to volunteers include:

- Delivering library materials to the housebound
- Shelving
- Shelf reading
- End processing of books and materials
- Tidying/cleaning collection areas
- Assisting with displays
- Preparing materials for book sales
- Assisting with local history projects
- Story reading/telling and related activities
- Recording Talking Newspapers

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

All volunteers will be monitored by an appropriate supervisor and must complete initial training and other OH&S practices.

#### **Volunteer Applications**

Individuals interested in voluntary work are required to complete the CRLC Volunteer Application Form. These forms are forwarded to the CEO for approval.

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

Successful applicants will be invited to meet with the supervisor to the CRLC Volunteer Agreement and discuss volunteer options and opportunities. A probationary period may be required depending upon the task.

Volunteers may be subject to a Police Check paid for by CRLC, Working with Children compliance and a Driver's Licence check.

### **Volunteer Term 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
  - Volunteer Application Form, Volunteer Agreement and Confidentiality Agreement
  - Police Check and /or Driver's Licence
- 2 Regular attendance times must be organised with the relevant CRLC supervisor/Branch Library Officer or Branch Librarian. (May be verbal)
- 3 Volunteers may provide up to 15 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 may be required to wear an identifying name badge bearing the Library Logo and first name of the volunteer to signify their voluntary capacity to library customers.
- 7 Volunteers may sign on and off duty each day in a log book/time sheet provided for the purpose. This logbook/time sheet will include the time work commenced and concluded.
- 8 Volunteers must adhere to OH&S requirements to ensure compliance with CRLC OH&S policies and safe work procedures.

### **Confidentiality**

CRLC staff working with volunteers should ensure that

- Confidential information is not discussed
- CRLC customer and borrowing records are not divulged.

### **Review of Policy**

This policy will be reviewed every 2 years and involve consultation with the staff and management.

### **Forms**

- Volunteer Application Form
- Volunteer Agreement
- CRLC Volunteer Confidentiality Agreement
- Consent to Check and Release National Police Record

**CORANGAMITE REGIONAL LIBRARY CORPORATION**

**VOLUNTEER AGREEMENT**

I, \_\_\_\_\_ understand that as a volunteer I have the following rights and responsibilities.

**RIGHTS**

- 1 As a volunteer I am entitled to a role that is worthwhile and challenging.
- 2 CRLC will provide me with all information, training and evaluation necessary for me to provide effective assistance.
- 3 I am entitled to support and respect from all CRLC staff.
- 4 I may leave CRLC at any time and will endeavour to give adequate notice.
- 5 I understand that any concerns or complaints I may have can be directed to the relevant supervisor, Branch Library Officer, Branch Librarian or, if necessary, the CEO.
- 6 In keeping with CRLC's OH&S policy, I will not be required to attempt any task that I am not able to perform safely.

**RESPONSIBILITIES**

- 1 I will attend at the agreed times and will provide notice if I am not available.
- 2 I will take due care of Library resources and equipment, which I am required to use whilst assisting the Library.
- 3 I will report to the supervisor any problem or fault with any item of Library equipment as it occurs.
- 4 I understand that I will receive no remuneration or workers compensation from the Library. Any claims for personal injury arising from my work as a Library volunteer will be referred to the Library's insurer.
- 5 I will adhere to the terms of the Library's Confidentiality Agreement.
- 6 I understand that CRLC shall require me to undergo a standard police check, which will be paid for by CRLC.
- 7 I will inform my supervisor if there are any changes to my circumstances which could affect my role as a volunteer.

**Volunteer Declaration**

**I understand the clauses above, and am prepared to conduct voluntary work in the Library accordingly.**

**Signature:** ..... **Date**.....

**Confirmed by CEO**.....

**CORANGAMITE REGIONAL LIBRARY CORPORATION**

**CONFIDENTIALITY AGREEMENT FOR VOLUNTEERS**

**Aim of the Confidentiality Agreement**

To ensure that information and data collected by the Corangamite Regional Library Corporation is used only for the purpose for which it is intended.

**What is Confidential Information?**

Confidential information includes patron, employee or corporate information that you may learn or have access to through your work as a volunteer. If you are in any doubt as to what constitutes confidential information you should consult your supervisor.

**Use of and Access to Confidential Information**

Only authorized employees of CRLC have access to confidential information that is necessary in the performance of their duties. If as a volunteer, you become privy to confidential information, it is to be used only to perform your duties. You will not in any way divulge, copy, sell, release, alter or destroy any confidential information.

Your obligation to respect the confidentiality agreement exists even after you are no longer acting as a volunteer for the Corangamite Regional Library Corporation.

I, ..... have read and understood the above

Agreement and will abide by its terms.

Signed..... Date .....  
Volunteer

Supervisor.....

**CORANGAMITE REGIONAL LIBRARY CORPORATION**

**VOLUNTEER APPLICATION FORM**

**Name**.....

**Address**.....

**Date of Birth**..... (Optional)

**Telephone No: (home)**..... **(work)** .....

**(mobile)**..... **Email address**.....

**Drivers Licence No**.....

**Please describe your skills and interest:**

.....  
.....

**Work Experience (paid and voluntary):**

.....  
.....

**Please describe your preferred areas of volunteer work:**

.....  
.....

**Which hours/days are you available?**

.....

**I understand should my application be successful I shall be required to sign the CRLC Volunteer Agreement, the Confidentiality Agreement, show my Driver's Licence and agree to a Police Check.**

**Signed**.....

OFFICE USE ONLY

Date received:

Date response:

Police check:

Date sent: \_\_\_\_\_ Date received \_\_\_\_\_