



Library Volunteers Policy

Policy Statement

This policy details the responsibilities of volunteers and staff in relation to volunteer work conducted at the Library.

Related Legislation, Circulars or Guidelines (as amended)

- *Local Government Act* 1993 No. 30 and Regulation
- *Library Act* 1939

Does this Document Replace an Existing Policy, Procedure or Plan?

- Yes, this document replaces Council's:

No

N/A

Related Council Policy or Procedure

- CHCC Volunteer Management Policy
- Library Service Charter

Application and Distribution

It is mandatory for all Council officials to comply with this Policy.

This Policy and Guidelines is available on Council's website under Council Policies.

Approved by:

Signature:

Council: 24 September 2009
Resolution No. C52

General Manager

Effective: 24 September 2009

Review Date: September 2010

Distribution :

Registration Number:

Responsible Council Department/Officer: Manager, Coffs Harbour Library

Version History Table:

Key Responsibilities

Position	Directorate	Responsibility
Mayor	Council	To lead Councillors in their understanding of, and compliance with, this Policy and Guidelines.
General Manager	Executive	To lead staff (either directly or through delegated authority) in their understanding of, and compliance with, this Policy and Guidelines. To approve resources to develop, implement and review this Policy and Guidelines.
Manager, Coffs Harbour Library		To ensure compliance with this policy.
Directors	All Directorates	To communicate, implement and comply with this Policy and related Guidelines.
Director of Corporate Services	Corporate Business	To ensure (directly or through delegation) the distribution and communication of the Policy and Guidelines to specified persons. To ensure (directly or through delegation) the approved Policy and Guidelines are available in hard copy and electronically on Council's website.
Executive Manager HR & Organisational Development	Corporate Business	Facilitate the provision of regular training to all Council officials on their role and responsibilities in relation to this Policy, Guidelines and related procedures.
Executive and Managers	All Directorates	To implement this Policy, Guidelines and related procedures. To lead staff in their understanding of, and compliance with, this Policy and Guidelines
Information Technology Manager	Corporate Business	To assist with the development of systems to support public access to this Policy, Guidelines and related information.
All Council officials	Council	To comply with this Policy, Guidelines and related procedures.

Volunteers - Libraries Policy Guidelines

1. Introduction

Policy Statement:

Council values highly the contribution that volunteers make to the operation of the City's Libraries. Volunteers provide supplementary labour to undertake tasks and to provide services that the Library would not otherwise be able to provide.

Operating Guidelines:

Volunteers will be:

- Interviewed by at least two staff members.
- Given an up to date description of the tasks they will be expected to carry out.
- Trained properly for the tasks they are expected to do.
- Informed of changes which may affect the work in which they are involved.
- Provided with a safe workplace.
- Informed about the emergency exits and the safety features of the building in which they work.
- Welcomed by permanent staff members and treated with respect and consideration.
- Expected to notify the appropriate supervisor if they are unable to attend at the regular time.
- Expected to exercise a duty of care in carrying out the tasks for which they have volunteered.
- Required to sign on and off each day for which they volunteer.
- Identified with a volunteer badge.
- Required to ensure their supervisor keeps an up to date record of their personal details in case of accident or emergency.
- Expected to direct any questions or enquiries to their supervisor.

The volunteers' supervisor will:

- Reserve the right to recommend termination of the services of a volunteer due to unsatisfactory work.
- Ensure all volunteers are trained in the tasks for which they have volunteered.
- Supervise the tasks undertaken by the volunteers under their supervision.
- Explain the safe operating procedures for all tasks being undertaken by volunteers under their supervision.
- Maintain job descriptions for each task done by volunteers.
- Maintain up to date personal records of all volunteers under their control.

2. Definitions

Here is the meaning of some terms used in the Guidelines:

N/A

3. Objectives

The objective of Council's Library Volunteers Policy is to detail the responsibilities of volunteers and staff in relation to volunteer work conducted at the Library.

4. Policy Statement

Council's Library Volunteers Policy is underpinned by the following principles:

4.1 Access

- Public access to information about Library Volunteers will be through Council's website. Hard copy information will also be available from Council's libraries.
- Reasonable access assistance will be available to persons with special needs

4.2 Responsiveness and Accountability

Library staff will implement and monitor this policy.

4.3 Privacy and Confidentiality

The principles of Council's Privacy Management Plan will be applied.

4.4 Integrity, Dignity and Respect

- Council treats all persons with courtesy and respect.
- Council will not tolerate rude or aggressive behaviour towards Council officials. In such circumstances, Council officials are entitled to terminate phone calls or meetings as appropriate. Wherever possible, Council officials will provide the person with initial warning that their conduct is inappropriate and that the meeting or conversation will be terminated.
- Council officials will demonstrate fair and consistent decision-making.