

Shetland Library Volunteer Policy and Procedure

Summary

Shetland Library sometimes works with volunteers to support our work and strengthen community ties. Volunteers will not be asked to take on work done by paid staff, but may help with extra services or resources to enrich the service we offer. This policy sets out our guidelines for volunteer involvement.

Policy

1. There will be clear identification of the roles, rights and responsibilities of volunteers. Volunteers will complement the work of Library staff, adding value to services but not replacing paid staff.
2. In managing volunteer recruitment, the Library will assess the value added and the resources required, including staff support and supervision.
3. Recruitment of volunteers will normally be informal and specific to the tasks required.
4. Volunteering should be mutually advantageous, with volunteers benefiting from their commitment through e.g. job satisfaction; work experience; skills and learning.
5. Volunteers may be used to support various areas of appropriate library work e.g. talking newspaper; digital inclusion; book groups; heritage and research; children's events.
6. Volunteers will be over sixteen years of age. (For younger volunteers a work experience programme is organised through schools.)
7. In cases where volunteers work closely with children or vulnerable adults, membership of the Protecting Vulnerable Groups scheme will be required.
8. Appropriate training will be provided for all volunteers, with tasks, supervision and support clearly identified.
9. Work will be carried out under Shetland Islands Council procedures and policies, including those for the Health, Safety and Welfare of employees.

Procedure

1. Volunteers will be recruited by a variety of methods e.g. through support organisations and partners; Library publicity; word of mouth.
2. Potential volunteers will fill in an application form and if a place is available they will be asked to attend an interview with a senior member of Library staff.
3. References will be required. These may be character references if the person volunteering does not have recent employer references.
4. When recruited, a Volunteer Agreement will be drawn up outlining: the tasks to be undertaken; the staff support arrangements; the start and end dates of the work and any other relevant guidelines for the volunteer.
5. All appointed volunteers will be covered by the Council's Public Liability Insurance when involved in agreed tasks and in approved premises. If volunteers use their own transport in the course of work for the Library, they should ensure they have the appropriate insurance for business use.
6. If volunteers are required to pay agreed out of pocket expenses in the course of their work this will be reimbursed. Travel expenses to and from work are not normally reimbursed.
7. Volunteers will undergo an initial induction covering orientation and safety procedures including fire evacuation. Further training and the timescale in which it will be delivered will be set out in the Volunteer Agreement.
8. A record of volunteer work and hours will be maintained, identifying the tasks and training undertaken and evaluating benefits to the service and the volunteer. Volunteers may get a copy of their record at any time.
9. Volunteer records will be stored by the Library and in accordance with the principles of the Data Protection Act 2018.
10. Regular contact will be maintained between the volunteer and their supervisor, and volunteers will be encouraged to meet other staff and attend workplace social occasions.
11. The volunteer agreement can be ended before the agreed date by either party, but ideally a reasonable period of notice will be given.

Policy last reviewed: September 2017

Appendices:

- *App.1: Volunteer application form*
- *App 2: Volunteer interview template*
- *App.3: Volunteer agreement form*
- *App.4: Volunteer work and training record*