

# Clarence Regional Library Volunteer Policy

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|------------------------------------|---|---------------|------------|
| Responsible Manager (Title)        | Regional Librarian  |               |            |
| Adopted by Council                 | Date  | Minutes       |            |
| File Reference Number              | 2129302   | Version DV4.0 | Review Due |
| Document(s) this policy Supersedes | V3.0 - 6c.20.085  |               |            |
| Community Plan Linkage             | 1.3 Society - A safe and active community where healthy lifestyles and better health outcomes are encouraged and supported with accessible infrastructure for residents of all ages and abilities |               |            |

## 1. Purpose

This Policy defines how volunteers are able to assist in operations for Clarence Valley Regional Libraries.

## 2. Definitions

**Volunteers** are defined as people who undertake activities:

- 2.1 of benefit to the community
- 2.2 of their own free will
- 2.3 without monetary reward (reimbursement for out-of-pocket expenses is not regarded as payment); and
- 2.4 not used as substitutes for paid staff

## 3. Background/legislative requirements

This policy is guided by the *Australian Library and Information Association (ALIA) - [Statement on voluntary work in library and information services 2017](#)*, The Clarence Valley Council [Volunteer Handbook](#) and Volunteer/Contributed Labour Management Internal Policy.

## 4. Policy statement

The Clarence Regional Library recognises the valuable contribution that volunteers make to the Clarence Valley Council and Bellingen Shire Council communities. Volunteers provide the Clarence Regional 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, Work for the Dole recipients and individuals wishing to gain work experience or wishing to contribute to the work environment.

## 5. Implementation

### 5.1 Volunteers at the library will:

- 5.2.1 Will ~~be interviewed~~ have a discussion with by the library staff member in charge of the day to day operations of the library before starting any volunteer work and will be interviewed by the staff member who will be supervising the volunteer.
- 5.2.2 Will sign a workplace agreement (including a workplace familiarisation document) ~~Voluntary Workers Agreement~~ upon commencement of voluntary work.
- 5.2.3 Will sign in and out of the Library each time they work.
- 5.2.4 Will complete a Working With Children Check (WWCC) and provide the number prior to commencement of volunteer activities.
- 5.2.5 Selected volunteers will have a trial period of 2 months with a review at the end of this time and regular reviews thereafter.
- 5.2.6 Work under the direction of a staff member.
- 5.2.7 Will be trained so they can carry out tasks effectively.
- 5.2.8 Are provided with a safe working environment.
- 5.2.9 Are expected to notify the library if they are unable to volunteer at their regular time.
- 5.2.10 Are Identified by a VOLUNTEER badge.
- 5.2.11 Will be informed of any changes that may affect their work.
- 5.2.12 Should direct any questions or enquiries to the Library Staff.
- 5.2.13 Will be informed of the emergency exits and safety features of the building.
- 5.2.14 Are asked to provide the Library with up to date records of their personal details in case of an emergency.

### 5.3 The Library ~~will:~~

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

### 5.4 Volunteers are invited to participate in the following activities:

- 5.4.1 Assisting in the support services operations of the Library - some aspects of materials end-processing; repairing library materials; determining the condition of audio visual items, laminating, photocopying - forms, display materials, Storytime sheets, holiday activities sheets; ~~scanning images;~~ complete basic data entry; device management eg. updating laptops, ipads etc with latest software.
- 5.4.2 Shelf tidying, shelf checking and shelving of items.
- 5.4.3 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; event setup and pack up; basic desktop publishing.
- 5.4.4 Assistance with specialised tools in the family and local history areas (for volunteers with a background in these areas).
- 5.4.5 Selection of materials for housebound clients registered with the Home Library Service and delivery of Home Library Service using private vehicles.
- 5.4.6 JP assistance.
- 5.4.7 For more detailed information on volunteering for your local council please refer to that council's specific Volunteering Policy.

## 5 Appeal/objections process

N/A



## 6 Related Documents

ALIA Statement on voluntary work in Library and information services 2017 -

<https://read.alia.org.au/statement-voluntary-work-library-and-information-services>  
<http://www.alia.org.au/about-alia/policies-standards-and-guidelines/statement-voluntary-work-library-and-information-services>

Clarence Valley Council Volunteer page of website:

<https://www.clarence.nsw.gov.au/Careers/Volunteer-with-us>

[https://www.clarence.nsw.gov.au/cp\\_themes/metro/page.asp?p=DOC-BUM-65-28-68](https://www.clarence.nsw.gov.au/cp_themes/metro/page.asp?p=DOC-BUM-65-28-68)  
(available from above website link)

- Clarence Valley Council Volunteer application form (available from above website link)
- Clarence Valley Council Volunteer/Contributed Labour Management Internal Policy

Revised Policy 2025