These are some suggestions:

- A job description clearly stating the aim of the job and tasks to be undertaken by the volunteer.
- A suitable assignment (where possible) with consideration for personal preference, temperament, abilities, education and employment background.
- To be treated as a co-worker not just free help.
- Be provided with as much information about the organisation as possible, its policies, its people and its programs.
- Provision of continuing education on the job as follow-up to initial training, providing information about new developments.
- Training for the job, thoughtfully planned and effectively presented.
- Sound guidance and direction by someone who is experienced and well informed and has time to invest in giving support and supervision.
- A place to work which is an orderly designated place, conducive to work and worth of the job to be done – where possible.
- Promotion and variety of experience through advancement to greater responsibility or by transfer from one activity to another – if the opportunity presents itself.
- Be heard, to have a part in planning, to feel free to make suggestions, to be shown respect for an honest opinion.

Some suggestions:

- Examine motives for wanting to volunteer and be sure that they match the volunteer job.
• Understand the purpose and philosophy of the organisation before committing to it
• Understand the rules and guidelines of the organisation
• Be loyal to the organisation
• Be willing to train for the job and take part in ongoing training when offered
• Accept support and supervision
• Participate in planning and feedback about the job
• Be reliable
• Work as a team member
• Keep information confidential

**Council’s Expectations from your policy**

Some suggestions
• Receive as much effort and service from an unpaid worker as a paid one, even on a short term basis
• Expect conscientious acceptance of responsibilities as to promptness, reliability and good performance
• Expect enthusiasm and belief in the work the organisation is doing
• Express opinions about poor volunteer effort in a diplomatic way and suggest a change to another job
• Make a decision as to where the volunteer would best fit
• Expect from the volunteer clear and open communication at all times
• Expect loyalty to Council and only constructive criticism
• Expect from volunteers given leadership responsibilities, an effective work productivity
• Release an unsuitable volunteer

**Definitions**

A volunteer is a person who:

• Undertakes activities without monetary reward
• Undertakes activities of their own free will
• Undertakes activities of benefit to Council and the community or to gain work experience
• Undertakes activities that complement but do not replace the services provided by Council employees

A **Project Volunteer** is a person who is involved in either a community-based event or project of short-term duration. Project volunteers are subject to direction by Council officers and have rights, protection and legal obligations as covered in the . They are usually not subject to performance management procedures.
A **Program Volunteer** is a person involved in a council funded program or externally funded program of more than one year’s duration.

A **Work experience Volunteer** is a person who works to gain work experience. Such volunteer work may include work covered under contractual arrangements with another organisation where insurance is covered by that organisation.

### Recruitment

Volunteer recruitment strategies will be designed to attract volunteers who have the attributes suitable to the various volunteer opportunities throughout Council.

The Library Service will determine how many volunteers it requires and in what capacity.

The Library Service may advertise for volunteers as a unit or individually.

When appointing volunteers, established Job Descriptions and Selection Criteria will be used. Those interested in applying for a position will have to attend an interview and address the selection criteria. The principles of equal opportunity will be adhered to in all these processes.

Successful applicants will be contacted regarding a negotiated starting date and unsuccessful applicants will be notified and informed of other voluntary opportunities where appropriate.

Successful volunteers will be given an orientation/induction to the workplace at a mutually convenient time.

Volunteers should not assume that volunteering will ultimately lead to a full time or casual job.

### Induction/Orientation and training

Council staff are obliged to:

- Orientate volunteers by providing information about the organisation’s purpose, structure, programs, policies and procedures; and provide initial training and ongoing training where necessary.

Volunteers will be provided with an orientation, based on a Library Service and HR (Human Resources) induction checklist. This will include an
explanation of supervisory relationships and legal and workplace health and safety issues.

Program and project volunteers will be advised of procedures for evaluation and other documentation related specifically to the program or project.

Library staff will provide volunteers with the training needed to perform the relevant duties. Volunteers are required to attend relevant training and refusal to do so can affect their volunteer status.

### General administration

Some suggestions

- Volunteer hours are to be recorded for legal purposes and volunteers can use the sign-on books when in attendance.
- Sick leave and prior commitments are expected and can be accommodated providing adequate notice is given.
- If approval is given by the supervisor, mileage claims can be made when a volunteer uses their own vehicle for business related travel.
- Expenses must be approved by the supervisor and receipts must be kept in order for a claim to be made.
- Volunteers are covered by Council’s insurance policy.
- Neat, casual clothing is expected. Clothing must be appropriate to the health and safety considerations of the volunteer’s work responsibilities. In libraries, it is imperative to wear sensible and comfortable shoes and suitable clothing that is non-offensive when dealing with the public.
- Volunteers who are approached by customers to assist with an inquiry, are expected to refer or direct customers to the Reference/Information desk.

### Performance and disciplinary procedures

As stated in Council’s Volunteer Policy:

- Volunteers are to be treated with the same respect as paid employees in respect to performance management and discipline.

Volunteers will receive feedback on their performance at times established by the Library Service.

Unsatisfactory performance will result in three warnings. Termination may be immediate if there is danger or harm to others or behaviour is significantly inappropriate or contrary to the Code of Conduct.
Volunteers can discontinue their duties with the Library Service if:

- They supply a written resignation or
- Council considers that the volunteer has acted contrary to the policies and procedures established by the Library Service.

Upon resignation or termination, volunteers are to return badges and any other Council property in their possession.

**Conclusion**

The contribution of volunteer's time, effort and skills, to the Library Service is appreciated.

Further details about some areas in this document will be explained during the induction process.

Remember, it is important to have fun and enjoy what you do while you are with the Library Service.