

Libraries & Information

Volunteer Involvement Policy

Owner:	Operations & Development Manager
Approval:	Libraries Management Team
Signed off:	December 2017

**All Library Policies
are reviewed annually**

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Volunteer Involvement Policy

This policy applies to council run libraries

Libraries & Information is committed to offering opportunities for volunteers to help us achieve our vision – “To support individuals and local communities to achieve their aspirations by creating a vibrant, welcoming library service that provides access to books, information and learning opportunities in a variety of ways and in partnership with others.” Towards this end, we will develop and maintain good volunteering standards throughout the organisation and ensure that volunteers are supported and managed effectively. Libraries & Information encourages the involvement of volunteers as a route to enriching and diversifying the work of the organisation, to foster community cohesion, and to improve the quality of life for both volunteers and those they serve.

Key Principles

These key principles influence and inform all of our relationships with volunteers.

- (a) Volunteers have distinctive status in their own right within the organisation.
- (b) Volunteers will be provided with the appropriate facilities and resources they need to do their volunteering.
- (c) Volunteers are not substitutes for paid staff; rather their work enhances and complements the work carried out by paid members of staff.

Recruitment

- (a) Volunteer role descriptions, application forms, policies and other documents are available on the Libraries & Information web site and at local libraries. More detailed information about specific volunteer opportunities can be obtained by contacting Library staff.
- (b) Where required by legislation a Disclosure & Barring Service check will be carried out. A criminal conviction will not in itself prejudice a person's opportunity to volunteer but will play a part in the risk assessment during the placement process.

Equal Opportunities and Diversity

- (a) All stages of volunteer recruitment, selection and management will reflect Gloucestershire County Council's commitment to equal opportunities and diversity, as outlined in its Fairness & Diversity in Employment Policy.

- (b) We understand that people are different and we aim to meet the needs of all those living in Gloucestershire. In particular we will not tolerate discrimination and will promote social inclusion. This organisation expects its staff and volunteers to treat everyone with fairness, respect and dignity.

Insurance

Gloucestershire County Council's Public Liability and Employer's Liability policies provide indemnity to any person volunteering to assist the council in its business.

Community Service Volunteers' public liability and personal accident insurance covers all volunteers.

Trades Union Membership

Volunteers may, if they wish, join a trades union subject to the membership rules of the trades unions.

Volunteers' Expenses

GCC will reimburse volunteers' reasonable actual out of pocket expenses, incurred as a result of the volunteer role, provided they are supported by receipts.

Terminating a Voluntary Engagement

Libraries & Information will, on occasion, need to consider the possibility of ceasing to engage a volunteer. This is most likely to occur where there are concerns about the individual's conduct or competence but may arise in other circumstances e.g. ill-health.

Monitoring and Evaluation

There will be an ongoing commitment to evaluating the impact of volunteering on the library service, the staff and the service users, the local community and the volunteers themselves.

Data Protection

Personal information about our volunteers will be kept securely and will only be accessed by authorised personnel, in accordance with the General Data Protection Regulation. This information will be deleted when a volunteer leaves the library service.