

Purpose

To provide employees guidance with the recruitment, engagement and retention of volunteers at Casey Cardinia Libraries (CCL).

What does success look like?

CCL volunteers collectively make a significant contribution to our community. They feel valued, safe and welcome in our libraries. Our staff appreciate the work of our volunteers and actively seek ways to engage, educate and empower them in the spirit of 'paying it forward' and building stronger more resilient communities.

Background

The 2017 – 21 CCL Library Plan has identified the need for the further development of volunteer programs that support literacy in our community (*Reference Goal 3.1 Strong connections with our community*). We have also committed to supporting social inclusion (*Reference 3.3 Recognised contribution to community well-being and social equity*).

Casey Cardinia Libraries has successfully auspiced a Home Library Service program for many years. We have incrementally refined and improved our volunteer engagement processes through this program. It is well run and delivers great community outcomes.

Our current Home Library Service Volunteer Policy has a very specific focus which does not necessarily articulate easily into a broader more inclusive volunteer policy.

With the expansion of programs and services CCL now offers the community it is apparent that there is a myriad of opportunities to engage people as volunteers in our libraries. The most current examples include conversation clubs, homework clubs and guest speakers at special events.

The Benefits

- People gain the opportunity to learn skills and gain experience in a new environment
- People get a better understanding of the role of libraries in our community
- People have the opportunity to give back to their community
- There are expanded opportunities for collaboration with other community focussed organisations
- Knowledge and skills are freely shared
- A greater sense of social inclusion in our community

Guiding Principles

- We want to engage people as volunteers rather than manage them ([Building Better Volunteer Library Programs](#), Dr Suzie Prestney)
- Volunteers should add value to our services and programs, rather than take the place of any paid positions ([Statement on Voluntary Work](#), ALIA)

- We need to provide a framework for volunteer engagement that ensures safe working conditions, protects our volunteers and customers from risk and encourages social inclusion.
- Volunteer opportunities come in all different shapes and sizes and so we need processes appropriate to the requirements of each role.
- This policy should help inform our Home Library Service Volunteer Policy, CCL Social Inclusion Policy and other related documents

Key Requirements of CCL Volunteers

Volunteering at CCL should be open to anyone willing to make a contribution to their community. However, there are some key requirements:

- Our volunteers actively support and embrace CCL's vision, mission and values
- The capacity to make a meaningful contribution that is not measured in hours rather in outcomes
- Working with Children Check or Police Check depending on the volunteer role.

CCL's Obligations to Our Volunteers

The [National Volunteer Standards](#) cover the following topics and should be used as the guiding document for recruitment, engagement and deployment of volunteers:

1. Leadership and Management
2. Commitment to Volunteer Involvement
3. Volunteer Roles
4. Recruitment and Selection
5. Support and Development
6. Workplace Safety and Wellbeing
7. Volunteer Recognition
8. Quality Management and Continuous Improvement

CCL has an obligation to provide every volunteer with an up to date position description, or a letter of understanding that clearly articulates the person's role(s), responsibilities and expectations.

Every CCL volunteer should have a formally established connection with a CCL staff member who can guide and support them as they undertake work on behalf of the organisation.

As per normal practice at CCL, our staff should always uphold our vision, mission and values when working with volunteers.

It is really important that our volunteers feel valued and appreciated. CCL will host an annual event to acknowledge and celebrate the contribution of our volunteers together with stakeholders and CCL leaders.

Volunteer Opportunities

Priority should be given to recruiting and engaging volunteers for specific programs and tasks. Opportunities exist in the following areas:

- Conversation classes

- English Language Classes
- Craft classes
- Assistance with STEM classes (assist Youth staff)
- Bilingual storytime (assist Youth staff)
- Homework help
- Listen to younger kids read their readers after school
- Home Library Service

Management and Resourcing

The management and oversight of this policy sits with Manager, Organisational Development.

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