

## Volunteer Policy

The Coffs Harbour City Council values highly the contribution that volunteers make to the operation of the Coffs Harbour, Toormina and Woolgoolga Library and Information Centres.

The Council is aware that volunteers provide supplementary labour to undertake tasks and to provide services which the library would not otherwise be able to provide.

Volunteers in libraries will be:

- Interviewed by at least two staff members with staff reserving the right to recommend termination of the service of a volunteer for unsatisfactory work.
- Be given an up to date task description of the tasks they are to do.
- Trained properly for the tasks they are expected to do.
- Informed of changes, which may affect the work with which they are involved.
- Provided with a safe workplace.
- Informed about the emergency exits and the safety features of the building in which they work.
- Expected to notify the appropriate supervisor if they are unable to volunteer at the regular time.
- Expected to exercise a duty of care in carrying out the tasks for which they have volunteered.
- Welcomed by permanent staff members and treated with respect and consideration.
- Required to sign on and off each day they volunteer for work.
- Identified with a VOLUNTEER badge.
- Should direct any questions or enquiries to Library staff.
- Ensure that the library keeps an up to date record of their personal details in case of accident or emergency.

The volunteer's supervisor will:

- Maintain up to date records of all volunteers.
- Ensure that all volunteers are trained in the tasks which they have volunteered to do.
- Supervise the work of the volunteers under their supervision.
- Explain the safe operating procedures for all of the tasks of the volunteers under their supervision
- Maintain job descriptions for each task done by volunteers

ALIA Statement on Volunteer Workers in Libraries -

<http://www.alia.org.au/policies/volunteer.workers.html>