



# Moray Council Libraries & Information Services

## Volunteer Policy

### 1. Introduction

- 1.1 The Libraries Service welcomes volunteers as supporters and allies in strengthening ties between communities and the libraries that serve them.
- 1.2 The Libraries Service recognises that the involvement of volunteers will add value to the service, helping library users by making services and resources accessible and available in ways that could not be achieved by the service on its own.
- 1.3 The involvement of volunteers provides mutually advantageous opportunities for the Libraries Service and the individual volunteer, but volunteers will not be used to replace the tasks of paid staff.
- 1.4 This Policy outlines the principles and guidelines which provide the framework for the involvement of volunteers in Moray Council's Libraries Service.

### 2. Principles

- 2.1 There will be clear identification of the roles, rights and responsibilities of volunteers. Volunteers will complement the tasks of paid staff, adding value to the service, but not replacing the tasks of paid staff.
- 2.2 Volunteers may be used to support all appropriate areas of service delivery including, for example, local heritage, reader development, housebound and homes, ICT literacy, outreach and children's services.
- 2.3 Tasks for volunteers will be clearly identified, with outline of tasks being made available.
- 2.4 Volunteers will carry out tasks within Moray Council's procedures and policies including Equal Opportunities and Health and Safety.
- 2.5 Volunteers will be recruited from all sections of the community from those aged 16 and over following established procedures for advertising, interview and appointment.
- 2.6 The budgetary, material and staff resource implications of using volunteers will be identified and assessed.
- 2.7 Appropriate training will be provided for all volunteers, set within the objectives of the Libraries Service.

### 3./

### **3. Implementation**

- 3.1 Volunteers will be recruited via: established support organisations, such as; local heritage organisations, publicity in local libraries, targeting of appropriate groups, and by word of mouth.  
A Volunteer Information document in electronic format is available.
- 3.2 All potential volunteers will be required to complete a volunteer application form and attend an interview to identify their suitability.
- 3.3 Volunteers will receive a Volunteer Agreement, which will: outline the tasks to be undertaken; identify the line management arrangements; list the relevant policies and guidelines; and identify expenses and insurance arrangements.
- 3.4 All appointed volunteers will be covered by Moray Council's Public Liability Insurance when involved on agreed tasks and in approved premises.
- 3.5 Volunteer activities and tasks will be co-ordinated by appropriate libraries staff and related to agreed service requirements. A record of all volunteers input will be maintained, identifying the types of activities, and benefits within our evaluation systems.
- 3.6 Regular contact will be maintained with volunteers via email.
- 3.7 The Libraries Service will organise regular social events for its volunteers to develop networking opportunities.
- 3.8 The Libraries Service will have clear procedures for dealing with complaints by or about volunteers.