



# MOORLAND ROAD COMMUNITY LIBRARY

## Volunteer Policy

### 1. Introduction

The Moorland Road Community Library Charitable Incorporated Organisation (the Organisation) was established in 2018 for the purpose of creating a volunteer-led library for the benefit of the wider community.

We aim to provide a library service which meets the demands of our thriving community and continues to be a vibrant hub in the heart of Moorland Road. This is only possible with the help and support of our dedicated team of volunteers.

### 2. Policies & Procedures

The Volunteer Policy should be read in conjunction with the Organisation's other policies and procedures. These include but are not limited to: Health and Safety, Safeguarding for Children and Vulnerable Adults, Recruitment of ex-Offenders, Data Protection and GDPR, Equality, Diversity and Inclusion, Whistleblowing, Complaints Process and Financial Management and Controls.

The following appendices are included with this Policy:

- Appendix 1: Volunteer Agreement
- Appendix 2: Volunteer Library Assistant Role Profile
- Appendix 3: Volunteer Coordinator Role Profile

All of the Organisation's policies and procedures can be found on the website ([www.moorlandroadcommunitylibrary.com](http://www.moorlandroadcommunitylibrary.com)). Paper copies are available on request.

Our policies and procedures are regularly reviewed to ensure that they comply with current legislation and best practice. Should you wish to discuss anything contained within this or other policies and procedures then please contact the Trustees.

#### 2.1 Health & Safety

The Organisation's Trustees are fully committed to the health, safety and welfare of its volunteers and visitors, recognising health and safety management as one of its highest priorities. The Organisation views health and safety as a core function, fundamental to many of its activities. The Organisation will adhere to the Health and Safety at Work Act 1974.

All volunteers are expected to read and adhere to the Organisation's Health & Safety Policy.

Volunteers must adhere to the actions as laid out in the MRCL's Covid Risk Assessment which is an appendix to the MRCL H&S Policy.

## **2.2 Safeguarding**

The Organisation believes that the safety and welfare of children and vulnerable adults in the library is the responsibility of every volunteer, from front line through to the management committee. It is every child and vulnerable adult's legal right to feel safe and secure in our library and all volunteers have a responsibility to ensure this basic principle is upheld.

All volunteers are expected to read and adhere to the Organisation's Safeguarding Policies.

## **3. Recruitment**

It is important to us that Moorland Road Community Library is a library run for the community by volunteer members and reflects our diverse local community (see MRCL E,D&I Policy).

We aim to offer our volunteers a fulfilling role within the library and have a number of different volunteer roles available with varying levels of responsibility and time commitment required.

We are committed to offering reasonable adjustments to all prospective volunteers should they require them in order to complete the recruitment process successfully.

Roles within the Organisation will be advertised widely. Those interested in becoming a volunteer will be asked to complete an application form and participate in an informal interview process.

Successful volunteers may also be asked to obtain a Disclosure and Barring Service (DBS) police check where the specific role requires it.

## **4. Roles and Responsibilities**

When starting a new role with Moorland Road Community Library, all Volunteers will be asked to sign the Volunteer Agreement (Appendix 1) and given the relevant Role Profile (Appendices 2 & 3). These documents outline what you can expect from your volunteer role and also what we hope to gain from your involvement with us.

Volunteers working in Moorland Road Community Library who have access to personal information, will be expected to read and adhere to the Organisation's Data Protection and GDPR Policy and BANES Council's Data Protection, Data Processing and Sharing Arrangements and to sign the Data Protection Agreement and Acceptable Use Statement.

## **5. Equality, Diversity & Inclusion (E,D &I)**

We are committed to providing equal opportunities for all prospective volunteers as well as those currently supporting the library as we believe that individuality and diversity adds value to our library and we aim to create a productive environment representative of different cultures and groups which is reflective of our community. All Volunteers will be expected to read and adhere to MRCL's E,D &I Policy.

## **6. Recruiting Ex-Offenders**

The Organisation complies fully with current legislation regarding the fair treatment of ex-offenders in our recruitment of volunteers. When assessing applicants' suitability for volunteer positions, the Organisation will request criminal records checks known as DBS checks, where required.

The Organisation undertakes not to discriminate unfairly against any subject of a criminal record check on the basis of a conviction or other information revealed.

The Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 determines what information can be taken into account when recruiting ex offenders to volunteer roles. Some spent convictions may be disclosed to the Organisation when a DBS check is requested.

## **7. Behaviour and Conduct Procedure**

The Organisation will only be a success if we can retain the goodwill of the local residents and businesses who engage with the library. As such, we expect that all the Organisation's volunteers try to be as courteous, polite and helpful as possible when acting on behalf of the library.

Furthermore, everyone supporting Moorland Road Community Library has the right to be free from harassment and bullying of any description, or any other form of unwanted behaviour.

If it is felt that the behaviour and/or conduct of a volunteer does not meet these expectations then it may be necessary to meet with that individual to discuss the matter further. Should the situation warrant it then further investigations may be required. A plan will then be agreed by both parties to prevent further behaviour and/or conduct issues from arising again. If a plan cannot be agreed then it may be necessary to cease the relationship between the Organisation and the volunteer although all possible options would be pursued prior to this course of action. The first line of appeal on any decision made should be the Chair of the Trustees who will then guide the volunteer through the appeals process.

Should anyone wish to discuss any issues related to the behaviour and conduct of other supporters or volunteers of the Organisation then they should request a confidential meeting with the Chair of the Trustees in the first instance.

## **8. Time Commitment**

Each Library Assistant Volunteer is asked to usually commit to at least one full shift per month

If a volunteer requires greater flexibility to enable them to volunteer at the Organisation we will endeavour to meet their needs.

## **9. Duration & Termination**

Volunteers have the option to terminate their commitment at any point and the Organisation reserves the right to terminate participation at any point in line with the Behaviour and Conduct Procedure which is outlined within this document.

## **10. Absence and Timekeeping**

If a volunteer is unable to attend any of their shifts then they should notify a Volunteer Coordinator.

Volunteers are asked to be punctual for their shifts.

### **11. Induction and Training**

All new volunteers will be expected to complete an induction programme prior to their first shift at Moorland Road Community Library. Further training will be offered for any new technology or initiatives introduced once a volunteer has been inducted.

### **12. Communication & Consultation**

We are committed to keeping our volunteers updated on all key matters regarding the Organisation. We ask that volunteers cooperate by regularly checking for MRCL communications, including emails and text messages. We also require all volunteers to sign up for the Three Rings weekly bulletin.

### **13. Expenses**

The Organisation will recompense volunteers for reasonable expenses incurred in their direct work for the library.

For any incidental ad hoc expenditure, not including travel, prior approval will be required and receipts must be submitted.

Travel to and from Moorland Road Community Library to complete a shift will not be typically reimbursed. However, the Organisation may occasionally request volunteers to attend training events at alternative locations and, in this instance, reasonable travel costs will be reimbursed, e.g. bus fares, car mileage @ 45p per mile, car parking fees. N.B. car sharing is encouraged.

Prior approval will be required for these expenses and receipts must be submitted. Where appropriate a valid ticket, receipt or copy invoice will need to accompany a claim for expenses.

When a volunteer wishes to make a claim they will need to fill out a 'Volunteer Expenses Form' which will be provided by the Organisation or available from our web site. The claim should be submitted to the Trustee nominated as Treasurer.

All volunteers are expected to read and adhere to the Organisation's Financial Management and Controls Policy.

### **14. Data Protection and GDPR**

The Organisation takes the protection of volunteer data very seriously and we assure you that MRCL practices comply fully with Data Protection and GDPR legislation.

Volunteers working in Moorland Road Community Library who have access to personal information, will be expected to comply with all aspects of the Organisation's Data Protection and GDPR Policy.

**The Trustees of Moorland Road Community Library have approved this Policy. They are: Elizabeth Hearn (Chair), Jill Carr (Secretary), Jeanette Cook (Treasurer) Joshua Hale (Trustee), Lindsey Thompson (Trustee).**

**Date: September 2021**

**Full Review Date: September 2024**

## MOORLAND ROAD COMMUNITY LIBRARY

### Volunteer Agreement

Moorland Road Community Library could not continue without the support of our team of volunteers. We are very grateful that you have chosen to become part of this team.

**Moorland Road Community Library** will do our best to:

- Provide a pleasant, friendly and supportive volunteering environment and foster good working relationships
- Provide the training and/or information you need to carry out your role effectively
- Provide support for you through the provision of Volunteer Coordinator/s so that you can enjoy and successfully fulfil your your role and duties
- Listen carefully and respond in a timely and helpful way to any queries, concerns or requests

**I (the volunteer)** \_\_\_\_\_ agree to do my best to:

- Work reliably and to the best of my ability in accordance with my role profile and all of the Organisation's policies and procedures (these can be found online in the 3 Rings filestore).
- Keep myself up-to-date with key policies (H&S & Safeguarding) as requested & required
- Keep myself up-to-date with other important information and guidance which is periodically communicated to me (including the emailed 3 Rings weekly bulletin and newsletters) .
- Follow all Covid measures as laid down for MRCL. These are included in the H&S Policy.
- Give as much notice as possible whenever I cannot fulfil my commitment.

**Signed:**

**Signed:**

**Date:**

**Date:**

**For:** Moorland Road Community Library

**Volunteer name:**

Please note this is **not a legal contract of employment**, but a statement based on honour.

Both parties have the right to terminate the volunteering agreement at any time.

## **MOORLAND ROAD COMMUNITY LIBRARY**

### **Volunteer Library Assistant**

#### **Role Profile**

##### **1. Overview**

The Moorland Road Community Library (MRCL) Charitable Incorporated Organisation was established in 2018 for the purpose of creating a volunteer-led library for the benefit of the wider community.

We want to provide a library which meets the demands of our thriving community and aim to build on the current services offered to create a vibrant hub in the heart of Moorland Road.

##### **2. What will you do?**

- Deal with customers, general public and other visitors in a friendly and courteous way
- Provide help and advice when required
- Issue and receive books
- Sign up new library users
- Ensure that any issues are reported to the Volunteer Coordinator in a timely manner
- Ensure that MRCL is kept clean, tidy, accessible and attractive at all times
- Provide customer support - such as book recommendations and advice, deal with issues regarding accessing the Library Service, etc.
- Support the induction and training of new volunteers
- Perform ad hoc tasks as required

##### **3. What do you need to be a Library Assistant?**

- Good customer service skills
- A friendly and helpful approach
- An ability to work well with others and support new volunteers
- Good basic IT skills (e.g. email and internet). Full training on the library system will be given during induction sessions
- Reliability
- Punctuality
- Good oral communication
- Initiative
- Readiness to problem-solve

#### **4. Our Volunteer Commitment**

We commit to offering all volunteers a thorough induction programme when they join MRCL. We will also provide additional training as and when new technology or initiatives are introduced.

We also commit to providing regular communication and consultation with our outstanding team of volunteers to ensure that they remain fully engaged with the MRCL mission and values.

#### **5. Time Commitment**

Each volunteer library assistant will usually complete at least one full shift each month

There will be two volunteers on each shift.

#### **6. Duration & Termination**

Volunteers have the option to terminate their commitment at any point and MRCL reserves the right to terminate participation at any point in line with the Behaviour and Conduct procedure which is outlined within the Volunteer Policy.

#### **7. Volunteer Agreement and MRCL Policies**

You will be issued with a Volunteer Agreement when you start volunteering for MRCL.

All of the Moorland Road Community Library policies and procedures can be found on the website ([www.moorlandroadcommunitylibrary.com](http://www.moorlandroadcommunitylibrary.com)).

Paper copies are available on request.

## **MOORLAND ROAD COMMUNITY LIBRARY**

### **Volunteer Coordinator**

#### **Role Profile**

##### **1. Overview**

The Moorland Road Community Library (MRCL) Charitable Incorporated Organisation was established in 2018 for the purpose of creating a volunteer-led library for the benefit of the wider community.

We want to provide a library which meets the demands of our thriving community and aim to build on the current services offered to create a vibrant hub in the heart of Moorland Road.

However, none of this will be possible without the help and support of a dedicated team of volunteers.

##### **1. What will you do?**

- Manage all aspects of the duty rotas
- Coordinate shift cover
- Assist with recruitment of new volunteers
- Assist with the training of new and existing volunteers
- Act as a supervisor and mentor to the Volunteer Library Assistants
- Communicate effectively with Trustees on all relevant matters relating to volunteers
- Administer the 3 Rings IT system (basic training will be given)

##### **2. What do you need to be a Volunteer Coordinator?**

- Good organisation and time management skills
- Good team building skills
- Confidence working with IT and able to support other volunteers in this area
- Willingness to learn new things
- Initiative
- Excellent communication skills
- Patience
- Readiness to support and develop the skills and confidence of other volunteers
  
- Experience of training would be beneficial but not essential

#### **4. Our Volunteer Commitment**

We commit to offering all volunteers a thorough induction programme when they join MRCL. We will also provide additional training as and when new technology or initiatives are introduced.

We also commit to providing regular communication and consultation with our team of volunteers to ensure that they remain fully engaged with the MRCL mission and values.

#### **5. Time Commitment**

The time commitment will be 6 hours per month, on average.

#### **6. Duration & Termination**

Volunteers have the option to terminate their commitment at any point and MRCL reserves the right to terminate participation at any point in line with the Behaviour and Conduct procedure which is outlined within the Volunteer Policy.

#### **7. Volunteer Agreement and MRCL Policies**

All volunteers are issued with a Volunteer Agreement at the start of volunteering for MRCL.

All of the Moorland Road Community Library policies and procedures can be found on the website ([www.moorlandroadcommunitylibrary.com](http://www.moorlandroadcommunitylibrary.com)).

Paper copies are available on request.