Welcome to

WIMMERA LIBRARIES









VOLUNTEER HANDBOOK

WIMMERA Libraries

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Acknowledgement of Country

The Horsham Rural City Council acknowledges the five traditional owner groups of this land: the Wotjobaluk, Jaadwa, Jadawadjali, Wergaia and Jupagulk people.

We recognise the important and ongoing place that all Indigenous people hold in our Community.

We pay our respects to the Elders, past and present, and commit to working together in the spirit of mutual understanding and respect for the benefit of the broader community and future generations.

Welcome

Wimmera Libraries would like to welcome and thank you for choosing to become a volunteer with us. Wimmera Libraries provides library and information services to residents and visitors throughout the Wimmera region on behalf of West Wimmera Shire Council and Horsham Rural City Council.

Wimmera Libraries provides free access to books, DVDs, magazines, audiobooks and e-resources that support lifelong learning across five library branches and through our website. Our mission is to offer effective services, programs, and resources that empower staff and communities to learn and grow, fostering relationships to better understand and respond to user experiences.

This handbook outlines the rights and responsibilities of Wimmera Libraries volunteers and provides consistent guidance across locations and activities. Supervisors will provide additional information about specific roles and activities.

Wimmera Libraries is part of Horsham Rural City Council and operates in accordance with relevant Council policies and procedures.

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The HRCC Volunteer Handbook

The *Wimmera Libraries Volunteer Handbook* provides information specific to volunteering with the libraries. As a department of Horsham Rural City Council, the broader guidelines for volunteering with the organisation can be found in the *HRCC Volunteer Handbook*, including:

- National Standards for volunteer involvement
- Being a volunteer
- Vision, values and behaviours
- Induction
- Risk management
- Media and social media
- Grievances
- While volunteering
- Employee Assistance Program
- Insurance
- Inappropriate conduct or performance
- Leaving your volunteer role, and
- Training

For information regarding the above, please refer to the *HRCC Volunteer Handbook*: https://www.hrcc.vic.gov.au/files/assets/public/v/2/document-resources/our-council/work-with-us/volunteer-handbook-final-oct2024.pdf

Volunteering Activities in Wimmera Libraries

Wimmera Libraries offers a range of volunteering opportunities that support welcoming, accessible and well-presented library services and spaces. Depending on operational needs and each volunteer's interests, skills and abilities, activities may include:

- shelving, sorting and tidying library collections
- shelf-reading and checking that materials are in the correct order
- assisting with routine library preparation and presentation tasks
- setting up and packing down displays, programs, events and activities
- assisting with library programs and community events
- preparing materials for activities and promotions
- Novel Visits home library deliveries
- pop-up book sales and outreach activities
- providing a friendly and welcoming presence in library spaces
- suitable project-based or skills-based volunteering opportunities
- participation in approved Services Australia mutual-obligation arrangements

Tasks will be agreed with library staff and allocated according to operational requirements, appropriate training and the volunteer's interests, skills, abilities and experience. Volunteers undertake authorised activities under the guidance of Wimmera Libraries staff. Volunteer roles complement library services and do not replace paid employees, fill staff vacancies or remove the organisation's responsibility to maintain an appropriately staffed service.

How Volunteer Roles Work

Volunteering with Wimmera Libraries is freely undertaken and unpaid. Volunteers are not employees and are not guaranteed paid employment or particular hours or tasks. Volunteers may decline a task or end their volunteering arrangement, and Wimmera Libraries may change or conclude an arrangement in accordance with Council's volunteer processes.

Regular attendance may be agreed where it suits both the volunteer and the library, but volunteers should advise their supervisor if they are unavailable for an agreed session.

Recruitment and Commencement

Volunteers will receive information about Wimmera Libraries, the proposed volunteer role and the applicable recruitment process. Selection will be based on the requirements of the role and each applicant's interests, skills, abilities and suitability. An informal interview and referee checks may form part of the process.

Before commencing, volunteers must complete the registration, screening and induction requirements applicable to their role. These include a National Police Check and Working with Children Check. A valid driver's licence is also required where driving forms part of the role, along with evidence of comprehensive motor vehicle insurance where a volunteer will use their own vehicle. Requirements may vary according to the volunteer's age and assigned activities.

Each volunteer will receive a position description or agreed statement of activities. Volunteers must undertake only tasks that have been authorised and explained by library staff.

Use of Resources

Volunteers may use Wimmera Libraries equipment to assist in various activities, while following guidelines from supervisors. Volunteers must promptly report any loss, damage, malfunction, hazard or incident involving Council property and follow the incident-reporting process explained during induction.

When using Wimmera Libraries resources to complete a volunteer task, volunteers must:

- use resources only for authorised Wimmera Libraries purposes;
- use resources responsibly and economically; and
- follow all instructions provided by staff.

Confidentiality

Volunteers may have access to personal, confidential or organisational information through their role. This information must only be accessed, used or disclosed where authorised and necessary for an approved volunteer activity, and must not be used for personal benefit or the benefit of another person. These obligations continue after volunteering with Wimmera Libraries ends.

Volunteers must handle personal information in accordance with the *Privacy and Data Protection Act 2014 (Vic)* and relevant Council policies and procedures.

Motor Vehicle Usage

Wimmera Libraries will provide the library van for use by volunteers undertaking home library deliveries and pop-up book sales. All vehicle running costs and insurance associated with the library van are the responsibility of Horsham Rural City Council. Instructions are provided in the vehicle for contacting the HRCC fleet team in case of incident.

Volunteers who use their own vehicle for authorised home library deliveries must first provide a Certificate of Currency for comprehensive motor vehicle insurance. All running costs and insurance associated with use of the volunteer's own vehicle are the responsibility of the volunteer.

The Wimmera Libraries van must not be used for personal purposes, or to transport parties unrelated to Wimmera Libraries operations. In all other ways, the *HRCC Vehicle Use Policy* applies, including providing a copy of a valid driver's licence.

Volunteers must immediately advise their supervisor of any change to their driver's licence or insurance that may affect their ability to undertake authorised driving activities.

Fines and Infringements

Any court-imposed fine or infringement resulting from a volunteer's actions or omissions is the responsibility of the volunteer. This includes, but is not limited to, fines or infringements relating to:

- parking;
- speeding;
- littering; and
- red light cameras.

Offsite Activities and Mobile Phones

Before an offsite activity, staff and volunteers must confirm the communication and emergency arrangements. Where a personal mobile phone is to be used, this will be agreed with the volunteer. Volunteers who do not have, or do not wish to use, a personal phone should discuss an alternative arrangement with staff.

Dress

Volunteers should wear enclosed footwear and clean, neat clothing appropriate to their assigned activities and any task-specific safety requirements. Clothing with text or images must comply with Council's expected standards of respectful workplace conduct.

Volunteers' Personal Property

Volunteers' personal items are not covered by Wimmera Libraries' insurance while they are undertaking volunteer activities. Volunteers are encouraged not to bring or wear items of significant value, including jewellery, and should take reasonable steps to secure their personal belongings against theft or damage.

Safe Work and Manual Handling

Some volunteer activities involve reaching, bending, pushing book trolleys, placing materials on shelves and carrying books or equipment. Volunteers will receive instruction in the safe methods and equipment relevant to their tasks.

Volunteers must follow staff directions, use supplied equipment correctly and avoid lifting, reaching or moving anything they cannot manage safely. They should ask staff for assistance whenever unsure and promptly report hazards, incidents, injuries or safety concerns. Tasks can be adjusted to suit a volunteer's abilities and any relevant restrictions discussed with the supervisor.

Cash Handling

Volunteers may handle cash only where this forms part of their authorised duties and they have received the relevant instructions or training. Volunteers must adhere to all HRCC policies and procedures related to cash handling.

Recognition of Volunteers

Wimmera Libraries is committed to recognising the efforts of all volunteers on an informal and formal basis, including but not limited to:

- certificates of appreciation;
- activities and events such as morning teas; and
- celebrating the Friends' achievements and contributions in social and other media.

Volunteer recognition will be coordinated by the relevant supervisor or the Coordinator.

Thank You

We sincerely thank our volunteers for the time, skills and care they contribute to Wimmera Libraries and the communities we serve.