

**Volunteer Program Policy**

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1. **Document Control**

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| **Version** | **Approved By** | **Approval Date** | **Revisions** |
| V1 | Executive Group | July 2009 |  |
| V2 | Executive Group | Feb 2010 | Amendment to 6.3.3 Volunteer Program operations |
| V3 | Director Corporate Services | July 2015 | Amendments including 6.3.2 Information Privacy and 6.4.3 Intellectual Property |

1. **Authority**

Director Corporate Services

**3 Policy Statement**

The State Library of Queensland is committed to the involvement of volunteers to enhance, promote and complement the services provided by the State Library.

The State Library of Queensland will work with volunteers in ways that enhance their experiences and comply with legislation and duty of care.

**4 Purpose**

The purpose of the Volunteer Program Policy is to articulate the policy, principals and framework of the State Library of Queensland Volunteer Program.

**5 Scope**

This policy applies to:

* All State Library staff supervising and / or working with volunteers on State Library projects and activities
* All volunteers taking part in State Library projects and activities.

**6 Definitions**

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| **Word** | **Definition** |
| Volunteer | Someone who offers their services, skills and experiences of their own free will, with no coercion and for no financial payment. |
| ALIA | Australian Library and Information Association |

**7 Scope of Volunteer Involvement**

The State Library of Queensland recognises the ALIA Statement on Voluntary work in library and information services (2009).

[**https://www.alia.org.au/about-alia/policies-standards-and-guidelines/statement-voluntary-work-library-and-information-services**](https://www.alia.org.au/about-alia/policies-standards-and-guidelines/statement-voluntary-work-library-and-information-services)

Volunteers will not be used to replace or reduce the number of paid staff necessary to maintain a satisfactory level of library services. Volunteers will be involved in specific roles within the State Library of Queensland that complement the work of paid staff.

Volunteers are not required to commit to a set minimum number of hours per week or per month. Volunteer hours will be negotiated between the volunteer and their staff supervisor based on the requirements of specific volunteer roles and the availability of the volunteer.

The maximum regular commitment by a volunteer is sixteen hours per week with the exception of short-term projects (less than a month) where daily attendance is permitted to assist with workshops, special programs and events.

**8 Recruitment and Selection of Volunteers**

The State Library of Queensland is an equal opportunity employer and is committed to the application of EEO principals in respect to the volunteer program. Gender, marital status, racial background or disability will not be taken into account when making decisions regarding volunteer involvement.

Recruitment of volunteers may be through advertising, publicity, associated organisations or through general enquiries.

The pre-requisites to volunteering at State Library will be:

* The individual’s ability to perform an identified role.
* Being over the age of fourteen years. Volunteers aged 14 – 17 years will only be placed in identified roles where there is adequate supervision to meet legislative requirements under the *Queensland Government - Child Employment Act and Regulation 2006*. Details of protocols for volunteers aged 14 – 17 years are documented in the *Procedures for Volunteers aged 14 – 17 years*.
* Successful application for a Blue Card. All volunteers aged 18 and above require a blue card prior to commencing in any role. The State Library of Queensland will make application for a blue card on behalf of the volunteer once signed permission has been granted by the applicant.

(A Blue Card is not required if the volunteer is involved in a supervised activity for less than 10 days and no more than 2 occasions per year) <http://www.bluecard.qld.gov.au/volunteers/Sportandactiverecreation.html>

Details of the volunteer recruitment and selection process are documented in the *Procedure for the Recruitment, Selection and Management of Volunteers.*

The State Library of Queensland has the right to offer or withhold an offer of a volunteer placement to any applicant based upon the availability of a suitable volunteer role for that applicant at that time.

The offer of a volunteer role within the State Library of Queensland is in no way a commitment to an offer of a future paid role with the State Library of Queensland.

**9 Volunteer Program Management and Operations**

9.1 Volunteer Program Management Systems

The State Library of Queensland Volunteer Program is endorsed and supported by the Executive Team. It is managed through the Visitor Experience team.

Day to day responsibility for the administration of the Volunteer Program is managed through the Volunteer Program Coordinator and the Manager Visitor Services.

Day to day responsibility for the supervision and support of individual volunteers is managed through supervising staff members on any project or activity to which a volunteer is allocated.

The State Library of Queensland is committed to providing suitable resources to support and maintain the Volunteer Program. This includes the provision of support and supervision, workspace and equipment necessary to satisfactorily undertake volunteer roles.

9.2 Volunteer Program Information Systems

Confidential personnel information is maintained for each volunteer working at the State Library of Queensland. Information maintained includes up to date personal and contact information and a history of the volunteer’s involvement with the library. This may include commencement date, roles undertaken, attendance records, recognition received and copies of any correspondence written on behalf of the volunteer.

The Volunteer Program Coordinator is responsible for the maintenance of volunteer records based on information received from the volunteers and supervising staff.

The State Library of Queensland (SLQ) is subject to privacy legislation which applies to the Queensland public sector — the [Information Privacy Act 2009](http://www.legislation.qld.gov.au/LEGISLTN/ACTS/2009/09AC014.pdf) (the Information Privacy Act). The Information Privacy Act contains a number of privacy principles that set out how agencies must handle personal information.

9.3 Volunteer Program Operations

Volunteers and State Library staff are considered partners in implementing the vision, mission, programs and services of the State Library of Queensland, with each having a complimentary role to play. It is essential that volunteers and paid staff understand and respect the needs and responsibilities of one another.

The State Library is committed to placing volunteers into roles that are meaningful and that match the volunteer’s interests and abilities.

Prior to commencing any role or activity the volunteer will be provided with a Volunteer Project Description for that role or activity. All project descriptions will include:

* Project Title
* Work Unit and Program responsible for the project
* Location of project
* Staff Supervisor/s and contact details
* Project times / duration of project
* Description of duties / responsibilities including tasks and skills required
* Any training or briefing requirements

The project description must be approved by the Executive Manager or Director of the Work Unit and Program responsible for the project. If the project involves the creation of State Library content or resources, the project will also be approved by the Coordinator, Discovery Services.

Where a project or activity is ongoing rather than for a set duration the volunteer project description will cover a fixed period of up to a maximum of twelve months with a specified review date noted prior to the end of that period.

Back of House project volunteers are not to be onsite on weekends or public holidays due to limited staff project supervision.

**10 Volunteer Responsibilities and Conduct**

The State Library Staff Code of Conduct provides a framework of positive expectations within which everyday work is conducted. The Code of Conduct applies to all volunteers engaged by the State Library of Queensland as well as to all permanent, temporary and casual staff.

10.1 Representation of the State Library of Queensland

Volunteers are not permitted, without approval, to make public statements to the media, engage in partnerships or lobbying with other organisations, or enter into any agreement involving contractual or other financial obligations on behalf of the State Library of Queensland. Volunteers are authorised to act as representatives of the State Library of Queensland only as specifically indicated within their Project Descriptions and only to the extent of such written specifications.

10.2 Confidentiality

State Library of Queensland volunteers have the right to access information relevant and necessary for the satisfactory performance of any role undertaken. Volunteers are responsible for ensuring that the confidentiality of any information to which they have access whilst working as a volunteer, whether this information involves staff members, volunteers, clients or other persons involved with the State Library of Queensland is maintained.

10.3 Intellectual Property and Copyright

All intellectual property, including copyright, created by volunteers as a result of work performed as part of their volunteer duties is owned by State Library of Queensland.

10.4 Conflict of Interest

Any possible conflict of interest a volunteer may have shall be openly declared and satisfactorily resolved as soon as possible between the volunteer and the State Library of Queensland.

10.5 Grievance

Volunteers have the right to express grievances, concerns or dissatisfaction with the volunteer program or State Library operations without adverse consequences.

If a volunteer wishes to express their dissatisfaction they are encouraged to do so through the *Volunteer Grievance Procedure*. Grievances will be dealt with efficiently and in a manner that is equitable and fair to all involved. Wherever possible, all attempts will be made to informally resolve grievances at a local level, prior to escalating grievances to a formal stage.

**11 Workplace Health and Safety and Public Liability Insurance**

The State Library of Queensland has a developed workplace health and safety program with strategies for the prevention of accidents and incidents and the elimination of potential hazards. Volunteers will be provided with relevant information and guidelines to ensure the maintenance of safe and healthy workplace along with training and information regarding emergency procedures.

Volunteers are covered under the State Library’s Public Liability Insurance.

Volunteers are required to report any injury to their staff supervisor and / or the Volunteer Co-ordinator as soon as possible.

**12 Recognition for Volunteers**

The State Library of Queensland acknowledges and appreciates the work and efforts volunteers provide. It is committed to recognizing the work of volunteers.

The State Library will maintain Volunteer Service Awards for length of service to the library and Special Achievement Awards for examples of outstanding contribution to the library through volunteer service. A recognition function for volunteers will be held annually.

**13 Responsibility**

* Executive Manager, Community Engagement
* Manager Visitor Services
* Volunteer Program Coordinator
* All staff members who supervise and / or work with State Library Volunteers
* State Library Volunteers

**14 References**

The Policy is supported by:

* Procedure for the Recruitment and Selection and Management of Volunteers
* Procedures for Volunteers aged 14 – 17 years
* Volunteer Project Descriptions
* Procedure for requesting and arranging volunteer support for a project or activity
* Volunteer leave and exit procedures
* Volunteer grievance procedure
* Volunteer handbook
* Staff Code of Conduct
* Responsible Conduct Policy
* ALIA Statement on Voluntary Work in library and information services (2009)
* [Information Privacy Act 2009](http://www.legislation.qld.gov.au/LEGISLTN/ACTS/2009/09AC014.pdf)
* Queensland Government - Child Employment Act 2006 and Child Employment Regulation 2006

**15 Approval**

. 27 / 07 /2015

Rita McLucas, Director Corporate Services Date