

Library Volunteer Charter

Thank you for volunteering at your local library. We appreciate your time, support, and commitment and will do our best to make the experience enjoyable and rewarding for you.

Volunteers play an important role in helping to deliver public services for Oxfordshire County Council's customers. There are many reasons for volunteering - to support a cause you believe in, to gain new skills and experiences, to meet new friends, to help people and give something to the community. This document sets out what support you can expect from the Library Service when you are acting as a volunteer in one of our libraries, and what your responsibilities are as a volunteer.

This document is not intended to be a legally binding contract between us and may be cancelled at any time at the discretion of either party.

Your tasks

Your tasks are outlined on the relevant page of the Oxfordshire Library volunteering website and will be confirmed by your manager before you begin volunteering.

Your hours

You should discuss and agree your availability with your Library Manager or named contact. They will also advise you what to do if you are unable to attend a planned session.

For Community Library Volunteers, your hours will be set out in a rota drawn up by a Volunteer Coordinator on behalf of the Friends Group. They will also advise you of any agreed procedures if you are unable to attend a shift.

As a Library Volunteer, you can expect to...

- understand what is expected of you and be given a clear description of what your duties are and how they should be carried out
- receive introductory and on-going training and support
- work in a safe working environment
- be valued as a member of the library team
- be treated with respect,
- to have your privacy and confidentiality respected, and not to be discriminated against on grounds of race, age, gender, religion, sexual orientation or disability
- be covered by public liability and personal accident insurance
- have access to a fair and straightforward process for raising complaints
- claim for travel expenses incurred if you are required to attend training at a location other than the library at which you are volunteering (separate arrangements for travel expenses are in place for Home Library Service Volunteers)
- receive a reference if requested (for example if you make use of your volunteering experience as part of a job application)
- say 'no' if asked to perform a task that is not part of your role, or that you do not feel comfortable performing

In return, Library Volunteers have responsibility to...

- be reliable and arrive on time
- attend reasonable training as appropriate to your role
- respect the confidentiality of customers, other volunteers and staff and not to be to discriminate against others on grounds of race, age, gender, religion, sexual orientation or disability
- respect the equality and diversity of customers, other volunteers, and staff
- to treat with respect other customers, other volunteers and staff
- respect the political status of the County Council, and understand the need to be politically neutral when working in a voluntary capacity
- follow reasonable requests from the Library Manager or their representative
- report any issues that give you cause for concern, in terms of health and safety, or with regard to the safeguarding of children and vulnerable adults
- act within any relevant guidelines, and abide by measures put in place following risk assessments
- undertake a DBS (formerly CRB) check, if required for your role (we would process this at no cost to you)
- give your Library Manager or Volunteer Coordinator as much notice as possible if you intend to stop volunteering
- help us maintain our high standards of service

We expect all volunteers to behave reasonably and not bring Oxfordshire Libraries into potential or actual disrepute.

Volunteers are expected to adhere to the Council's policies and relevant legislation, which will be covered as part of your introductory training.

Thanks again for giving your time as a volunteer; we hope you find the experience rewarding and fulfilling. Please keep this document for future reference.