

Volunteer Program Policy
National Library of Australia

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1. Introduction

The Volunteer Program at the National Library of Australia ('the Library') has been operating since 1989. The Program offers the community an opportunity to play an active role in supporting and promoting the work of the Library. The Library values the important contribution that volunteers make both through exhibition guiding and behind-the-scenes projects.

Volunteers are only engaged in tasks that, without their assistance, would not be undertaken or would not be completed for a considerable period of time. Volunteers are not used as an alternative to paid employment or to displace paid staff.

The Library accepts, at its discretion, volunteers who are enthusiastic and committed to the Library's programs and goals. Volunteers must agree to work under the direction of the Library, consistent with its regulations and policies. In return for contributing their skills and time to completing special projects and tasks, the Library offers volunteers the opportunity to gain knowledge, experience and satisfaction from involvement with one of Australia's leading collecting and cultural institutions.

The Library is a member of Volunteering ACT and keeps up to date with the latest standards and best practice procedures as stated by the national peak body, Volunteering Australia.

There are two programs for volunteers:

1.1 The Volunteer Guides Program

The Volunteer Guides Program is for volunteers who are interested in working with the Library's exhibitions. They need to have experience in dealing with the public and an interest in and commitment to learning about the Library's collections and the exhibitions that are on show at the Library. Volunteer Guides are often asked questions about the Library in general and must also be prepared to learn about the functions and role of the Library in a broad sense.

1.2 Behind-the-scenes Volunteers

Behind-the-scenes volunteers may be placed in one of a variety of areas across the Library such as Maps, Pictures, Asian Collections and Manuscripts. They will be allocated a supervisor within the area who will guide and assist them with their special project. From time to time the Volunteers Coordinator will seek expressions of interest in the behind-the-scenes volunteer program from Division Heads.

2. Volunteer Program Management and Recruitment Procedures

2.1 The Library's Volunteer Program is distinct from other categories of non-paid work at the Library, such as work experience and internships. The Volunteer Program recognises the national standard for volunteer work of 15 hours per week. The Volunteer Program is managed by the Volunteers Coordinator who is a Library staff member.

2.2 Volunteers may be recruited through press advertisement, online applications or by contacting the Volunteers Coordinator. The Library may actively recruit volunteers with specialised knowledge or skills.

2.3 Interested volunteers need to complete a *Volunteer Application Form* (Attachment A) to provide information regarding their skills and preferences. Following completion of this form, volunteers' names will be placed on the Volunteer Register. The Volunteers Coordinator maintains the register.

2.4 Volunteers will be selected for guiding or projects based on their skills and the Library's needs. The Volunteers Coordinator may decline to accept the services of any potential volunteer. Successful volunteers are required to have a strong interest in and commitment to the Library, and to honour their commitment in time and quality of service and to perform the agreed tasks.

2.5 Areas of the Library that wish to utilise volunteers need to contact the Volunteers Coordinator directly and follow the correct selection and recruitment procedures, as referred to in this section of the Policy. The Volunteers Coordinator will assist the area in selecting the most suitable volunteer for the project from the Volunteer Register. All volunteer records will be kept securely and confidentially. Each volunteer is to be assigned a supervisor from the relevant work area.

2.6 After the Volunteer's Supervisor from the work area and the Volunteers Coordinator have agreed on an applicant from the Volunteer Register, the applicant will be contacted for an interview. The interview will ensure that all parties come to a mutual agreement about the skills required, a task description and commitment of hours.

2.7 The Volunteers Coordinator will meet with volunteers and Volunteer's Supervisors to ensure there are regular opportunities for feedback about the Program. The Assistant Director-General of Communications, Marketing and Community Programs or the Volunteers Coordinator will represent volunteers and volunteer issues at Library management meetings when required.

2.8 Volunteers who are absent for more than 12 months from the Program will need to reapply to the Volunteer Program and will be placed on the Volunteer Register.

3. Volunteer Agreement

3.1 Volunteers are required to complete a *Volunteer Agreement* (Attachment B) and the current *Statutory Declaration* (Attachment C) concerning criminal charges, conflicts of interest and medical conditions.

3.2 By signing the *Volunteer Agreement* the volunteer acknowledges acceptance of the conditions of volunteer placement and, on commencement as a volunteer will be covered by the *Safety, Rehabilitation and Compensation Act 1988* (SRC Act) administered by Comcare.

3.3 The volunteer will be provided with a copy of the current *Volunteer Program Policy Guidelines*. It is the volunteer's responsibility to make themselves familiar with this document.

3.4 Volunteers are required to adhere to the occupational health and safety legislation and equal employment opportunity and industrial democracy principles observed by Library staff.

4. Volunteer Training and Development

4.1 For the first two months of a Volunteer's placement the Volunteer's Supervisor will assess the suitability of the volunteer for the agreed tasks and will liaise regularly with the volunteer and the Volunteers Coordinator and provide feedback to the volunteer to address any issues that might arise and to establish a mutually satisfactory placement.

4.2 All volunteers are required to attend the first available Induction course following their commencement at the Library. The Induction course provides an overview of the structure of the Library and its senior staff. The course will cover areas such as security awareness and emergency procedures and will also include a guided tour of the Library.

4.3 Volunteers will have access, subject to availability, to in house training at the Library in areas that will assist them with their project work, for example, Microsoft Excel training. Supervisors must contact the Volunteers Coordinator who will organise training through the Library's Human Resources section.

4.4 It is compulsory for Volunteer Guides to attend all Training Days (3 – 4 per year) for upcoming exhibitions and to attend monthly meetings where possible unless pre-arranged with the Volunteers Coordinator.

4.5 Meetings will be held with the Volunteers Coordinator and volunteers to ensure that any training and development issues can be identified and discussed. The Volunteers Coordinator will also meet with Volunteer's Supervisors from time to time to review practices and procedures of the Volunteer Program.

4.6 The Volunteers Coordinator will provide opportunities for interaction between staff and volunteers, for example, the Annual Volunteer Christmas Party.

5. Volunteer Monitoring and Review

5.1 Volunteers are expected to be effective members of the organisation. Unsatisfactory voluntary work and/or inappropriate behaviour may result in termination of the *Volunteer Agreement*.

5.2 Potential reasons for the unsuitability of volunteers from the Library's point of view may include:

- Inability to perform the agreed tasks satisfactorily
- Inappropriate behaviour towards Library visitors or staff
- Too much staff time is taken up by on-the-job training
- Volunteer's style of interaction prevents staff from meeting their work commitments
- Volunteer's level of attendance is less than agreed and volunteer's contribution is deemed ineffective by the work area
- Failure to adhere to the *APS Values* and *APS Code of Conduct* (as defined in the *Public Service ACT 1999*)
- Volunteer uses unsafe work practices in completing assigned tasks

5.3 If after speaking with the volunteer and the Volunteer's Supervisor separately, the Volunteers Coordinator decides that the agreement is no longer mutually beneficial, the volunteer's placement may be terminated.

5.4 Volunteers that leave the program are to be provided with a *Volunteer Feedback Form* (Attachment D).

6. Volunteer Rights and Responsibilities

6.1 Volunteers' Rights

- To be made aware of the policies and procedures of the Library
- To have access to appropriate induction and training
- To be treated as a co-contributor and member of the team
- To be given a suitable placement
- To have a task description
- To be informed about communication lines within the Library
- To receive feedback from their Volunteer's Supervisor and the Volunteers Coordinator
- To have appropriate insurance cover
- To have appropriate occupational health and safety protection
- To have appropriate work space and resources
- To have support, feedback and debriefing

6.2 Volunteers' Responsibilities

- To adhere to the *APS Values* and *APS Code of Conduct* as defined in the *Public Service Act 1999*
- To comply with Library policies, practices and relevant legislation, such as *Occupational Health And Safety (Commonwealth Employment) Act 1991*¹
- To advise the Library of any medical condition they have which may prevent them from undertaking the role of a volunteer
- To make an informed decision to work as a Volunteer with the Library
- To work within the description of tasks suitable to skills and experience
- To keep Library matters confidential as appropriate
- To be committed to the Library's policies
- To inform their Supervisor if unable to undertake or complete a task
- To use appropriate communication channels within the Library when needing support, back-up, supervision and debriefing
- To report all accidents, hazards or incidents to their Volunteer Supervisor as soon as possible
- To act as a member of the team
- To advise the Library if there is any potential conflict of interest
- To understand that paid employment with the Library is not a likely outcome of their volunteering

7. Volunteer Conditions

7.1 Salary and Expenses

No salary, wages or other financial consideration will be paid to a volunteer. Volunteers will not normally be reimbursed for miscellaneous personal expenditure associated with their services as a volunteer unless specified in the *Volunteer Agreement* and endorsed by the appropriate Division Head.

7.2 Hours of Duty

Volunteers will not work more than a maximum of 15 hours per week in accordance with the internationally recognised standard for volunteer work. However in some cases a volunteer working on a special project for a short period of time, between 1 to 4 weeks only, may be permitted to work more than the 15 hours with the approval of the Volunteers Coordinator.

7.3 Workers' Compensation

Volunteers at the Library will be fully covered under the Commonwealth Workers' Compensation legislation while engaged in volunteer projects and tasks covered by the *Volunteer Agreement*. It is therefore important that the specification of work to be undertaken is clear, precise and current. This is the responsibility of the Branch Head and the Volunteer's Supervisor.

7.4 Security

All volunteers will be required to sign a current Statutory Declaration with regard to criminal convictions and conflicts of interest. Volunteers may be asked to undergo the same security checks required of staff of the Library. Volunteers are required to comply with Library security policies.

¹ This Act may be found at http://www.austlii.edu.au/au/legis/cth/consol_act/

7.5 APS Values and Code of Conduct

Volunteers must adhere to the *APS Values* and *APS Code of Conduct* (as defined in the *Public Service ACT 1999*).

7.6 Termination of Volunteer Agreement

Either the volunteer or the Volunteers Coordinator on advice from the relevant Branch Head may terminate the *Volunteer Agreement* at any time.

7.7 Capacity to Incur Expenditure

Volunteers cannot incur expenditure on behalf of the Library, nor should they incur personal expenditure in the course of their volunteer services in the expectation that expenditure will be reimbursed without the specific and prior approval of their Volunteer's Supervisor.

7.8 Use of Resources

Volunteers will only have access to the resources of the Library as determined by their Volunteer's Supervisor.

7.9 Intellectual Property

Intellectual property created by volunteers in the course of their work with the Library is the property of the Library. The title to, and ownership of, intellectual property (including copyright) rests with the Library. This includes written material such as reports, research papers, publications as well as databases, website material, software, artwork, photos and film.

7.10 Removal of Library Property

No item of property or item from the collections shall be removed from the Library for any purpose, including the performance of a service by a volunteer without the written permission of the Branch Head.

7.11 Privacy

Volunteers must not disclose any personal, sensitive or commercial information regarding the Library, or its staff, obtained in the course of their duties.

7.12 Supervision

Each volunteer will have a Volunteer's Supervisor designated in the *Volunteer Agreement*. A volunteer must be under the direction of a Library officer at all times during their hours of duty.

8. Recognition of Service

8.1 The work undertaken by volunteers is highly valued by the Library and it is the responsibility of both the Volunteer's Supervisor and the Volunteers Coordinator to ensure they receive appropriate recognition.

8.2 Volunteer's Supervisors are asked to ensure that volunteers are introduced to staff they will be working with and made to feel a part of the team they are working with. Volunteers should be included in social aspects of the work section where appropriate.

8.3 Volunteers that have been at the Library for over 6 months and can commit to an average of 6 hours per month of volunteer service, with the exception of inability to attend due to illness or down time of a project, will qualify to have their Friends membership paid for by the Volunteer Program. If volunteers are already current financial members of the Friends, their membership benefit will begin once their current membership expires.

8.4 Special benefits of a Friends membership includes:

- complimentary copies of the quarterly *National Library Magazine*
- discounts at the National Library Bookshop and at selected booksellers
- regular receipt of the Friends newsletter, the National Library's quarterly *What's On* guide and *Inprint*, the National Library Bookshop's newsletter
- use of the Friends' members lounge
- discounts at the National Library's cafés, *bookplate* and *paperplate*
- invitations to Friends-only events

9. Dispute Resolution

Any disputes over the application of matters covered in this policy will be settled through consultation with the Volunteers Coordinator and the Assistant Director General of Communications, Marketing and Community Programs.

10. Document Review

This document will be reviewed annually or at such other times as the Library believes is appropriate or necessary. Any amendment to this document as a result of a review will apply from the date it is approved.

Attachment A

National Library of Australia Volunteer Application Form



The National Library of Australia appreciates the contributions of volunteers who assist in a variety of areas. To make your voluntary work a satisfying experience we want to match your skills and interests to these tasks. Please complete this form with this in mind.

Name: (Mr/Mrs/Ms) _____

Address: _____

Home Phone: _____ Mobile: _____

Email: _____

Emergency Contact Name and Number:

Australian Citizenship: Yes No

Age Group: Under 25 25 – 40 40-65 70 +

Why do you want to volunteer at the National Library of Australia?

Past work experience (paid and volunteer)

Specific skills and personal interests

Volunteers can assist the Library across many areas such as Maps, Pictures, Technical Services and Preservation in a range of duties.

Please circle your preference

Sorting and identifying material
Housing and relabelling material
Indexing and listing collections (data entry)
Scanning material
Guiding exhibitions
Research
Other _____

Do you have a medical condition which may limit the activities you may be able to undertake as a volunteer? Yes/No

If yes, what restrictions do you have as a result of your medical condition?

What days are you available to work? _____

What are your preferred hours per week? _____

How did you hear about volunteering at the National Library?

Please give one personal or work referee who can be contacted

Name: _____ Phone: _____

Thank you for your application to be a volunteer at the National Library of Australia, Canberra. We will be in touch if we can match you to a suitable project.

The information which you provide in this Application will not be used for any purpose other than that required to consider your application as a volunteer at the National Library of Australia.

Attachment B

National Library of Australia Volunteer Agreement

CONFIDENTIAL



Personal Details

Name: (Mr/Mrs/Ms) _____

Address: _____

Phone number: _____

Email: _____

Date of Birth (not compulsory): _____

Emergency Contact Name and Number: _____

Task Description

Division and Section of work: _____

Project description: _____

Specific skills required: _____

Estimated weekly hours: _____

Direct Supervisor: _____

Date of Commencement: _____

Estimated Length of Project: _____

Estimated proportion of time on tasks:

Research	_____	%
Computer based data entry	_____	%
Filing	_____	%
Communication with the general Public	_____	%
Writing and editing skills	_____	%
Other (please describe)	_____	%

Medical declaration

Do you have any symptoms, medical conditions or mobility issues that the National Library needs to be aware of? Yes/ No

If yes, what restrictions do you have and/or what support to you require?

Intellectual Property

Intellectual property created by you in the course of your work with the Library, is the property of the Library. This includes written material such as reports, research papers, publications as well as databases, website material, software, artwork, photos and film.

Negation of Employment

You are not by virtue of this Agreement, an employee, partner or agent of the Library and you must not represent yourself as such.

Statement of Acceptance of Agreement

I have read, understand and accept the National Library of Australia Volunteer Program Policy Guidelines, and have read, understood and accept the rights and responsibilities of a volunteer at the National Library of Australia.

_____ Date: _____
Volunteer

_____ Date: _____
Supervisor

_____ Date: _____
Branch Head

_____ Date: _____
Volunteers Coordinator

The information which you provide in this Agreement will not be used for any purpose other than that required to manage your relationship with the National Library of Australia as a volunteer, and to provide you with information about events and activities at the Library.

Attachment C

Commonwealth of Australia STATUTORY DECLARATION *Statutory Declarations Act 1959*

1 *Insert the name, address and occupation of person making the declaration*

I,¹

make the following declaration under the *Statutory Declarations Act 1959*:

2 *Set out matter declared to in numbered paragraphs*

- i. I am not the subject of any criminal charge still pending before a court
- ii. I do not have any convictions or findings of guilt which are less than ten years old or any juvenile convictions or findings of guilt which are less than five years old
- iii. I do not have any convictions or findings of guilt which are over ten years old, or five years of juvenile convictions or findings of guilt where the sentence imposed was greater than thirty months imprisonment
- iv. my engagement by the National Library of Australia as a volunteer would not result in a conflict of interest
- v. to the best of my knowledge, I do not have a medical condition which would prevent me from undertaking the range of activities required by a volunteer at the National Library of Australia

I understand that a person who intentionally makes a false statement in a statutory declaration is guilty of an offence under section 11 of the *Statutory Declarations Act 1959*, and I believe that the statements in this declaration are true in every particular.

3 *Signature of person making the declaration*

3

4 *Place*
5 *Day*
6 *Month and year*

Declared at ⁴ _____ on ⁵ _____ of ⁶ _____
Before me,

7 *Signature of person before whom the declaration is made (see over)*

7

8 *Full name, qualification and address of person before whom the declaration is made (in printed letters)*

8

Note 1 A person who intentionally makes a false statement in a statutory declaration is guilty of an offence, the punishment for which is imprisonment for a term of 4 years — see section 11 of the *Statutory Declarations Act 1959*.

Note 2 Chapter 2 of the *Criminal Code* applies to all offences against the *Statutory Declarations Act 1959* — see section 5A of the *Statutory Declarations Act 1959*.

A statutory declaration under the *Statutory Declarations Act 1959* may be made before—

(1) a person who is currently licensed or registered under a law to practise in one of the following occupations:

Chiropractor	Dentist	Legal practitioner
Medical practitioner	Nurse	Optometrist
Patent attorney	Pharmacist	Physiotherapist
Psychologist	Trade marks attorney	Veterinary surgeon

(2) a person who is enrolled on the roll of the Supreme Court of a State or Territory, or the High Court of Australia, as a legal practitioner (however described); or

(3) a person who is in the following list:

Agent of the Australian Postal Corporation who is in charge of an office supplying postal services to the public
Australian Consular Officer or Australian Diplomatic Officer (within the meaning of the *Consular Fees Act 1955*)

Bailiff

Bank officer with 5 or more continuous years of service

Building society officer with 5 or more years of continuous service

Chief executive officer of a Commonwealth court

Clerk of a court

Commissioner for Affidavits

Commissioner for Declarations

Credit union officer with 5 or more years of continuous service

Employee of the Australian Trade Commission who is:

(a) in a country or place outside Australia; and

(b) authorised under paragraph 3 (d) of the *Consular Fees Act 1955*; and

(c) exercising his or her function in that place

Employee of the Commonwealth who is:

(a) in a country or place outside Australia; and

(b) authorised under paragraph 3 (c) of the *Consular Fees Act 1955*; and

(c) exercising his or her function in that place

Fellow of the National Tax Accountants' Association

Finance company officer with 5 or more years of continuous service

Holder of a statutory office not specified in another item in this list

Judge of a court

Justice of the Peace

Magistrate

Marriage celebrant registered under Subdivision C of Division 1 of Part IV of the *Marriage Act 1961*

Master of a court

Member of Chartered Secretaries Australia

Member of Engineers Australia, other than at the grade of student

Member of the Association of Taxation and Management Accountants

Member of the Australasian Institute of Mining and Metallurgy

Member of the Australian Defence Force who is:

(a) an officer; or

(b) a non-commissioned officer within the meaning of the *Defence Force Discipline Act 1982* with 5 or more years of continuous service; or

(c) a warrant officer within the meaning of that Act

Member of the Institute of Chartered Accountants in Australia, the Australian Society of Certified Practising Accountants or the National Institute of Accountants

Member of:

(a) the Parliament of the Commonwealth; or

(b) the Parliament of a State; or

(c) a Territory legislature; or

(d) a local government authority of a State or Territory

Minister of religion registered under Subdivision A of Division 1 of Part IV of the *Marriage Act 1961*

Notary public

Permanent employee of the Australian Postal Corporation with 5 or more years of continuous service who is employed in an office supplying postal services to the public

Permanent employee of:

(a) the Commonwealth or a Commonwealth authority; or

(b) a State or Territory or a State or Territory authority; or

(c) a local government authority;

with 5 or more years of continuous service who is not specified in another item in this list

Person before whom a statutory declaration may be made under the law of the State or Territory in which the declaration is made

Police officer

Registrar, or Deputy Registrar, of a court

Senior Executive Service employee of:

(a) the Commonwealth or a Commonwealth authority; or

(b) a State or Territory or a State or Territory authority

Sheriff

Sheriff's officer

Teacher employed on a full-time basis at a school or tertiary education institution

Attachment D



**CONFIDENTIAL
VOLUNTEER FEEDBACK FORM**

We would appreciate you taking the time to complete this appraisal form. Your responses will provide valuable feedback and will help us with the future development of the Volunteer Program.

Name: _____

Volunteer Position: _____

Length of time in the position: _____

Date of appraisal: _____

Have you found your work as a volunteer satisfying? Yes/No. Please comment.

What skills, if any, did you use or learn?

Did you feel there was sufficient support for you as a Volunteer? Yes/No. Please comment.

What resources/research tools assisted you in your work?

I would have been able to undertake volunteering activities better if ...

The highlights of this volunteer experience for me have been ...

What would you like to do in the following twelve months?

Would you like to remain a member of the Library community and receive information about future events and activities? Yes/No

Email address _____

Are there any other comments you would like to make?

Attachment E

Australian Public Service Values

The APS Values provide the real basis and integrating element of the Service, its professionalism, its integrity and its impartial and responsive service to the government of the day.

The APS Values

The Australian Public Service:

- is apolitical, performing its functions in an impartial and professional manner;
- is a public service in which employment decisions are based on merit;
- provides a workplace that is free from discrimination and recognises and utilises the diversity of the Australian community it serves;
- has the highest ethical standards;
- is openly accountable for its actions, within the framework of Ministerial responsibility to the Government, the Parliament and the Australian public;
- is responsive to the Government in providing frank, honest, comprehensive, accurate and timely advice and in implementing the Government's policies and programs;
- delivers services fairly, effectively, impartially and courteously to the Australian public and is sensitive to the diversity of the Australian public;
- has leadership of the highest quality;
- establishes workplace relations that value communication, consultation, co-operation and input from employees on matters that affect their workplace;
- provides a fair, flexible, safe and rewarding workplace;
- focuses on achieving results and managing performance;
- promotes equity in employment;
- provides a reasonable opportunity to all eligible members of the community to apply for APS employment;
- is a career-based service to enhance the effectiveness and cohesion of Australia's democratic system of government;
- provides a fair system of review of decisions taken in respect of employees.

Attachment F

Australian Public Service Code of Conduct

APS employees are required, under the Code of Conduct, to behave at all times in a way which upholds the APS Values

The Code

The Code of Conduct requires that an employee must:

- behave honestly and with integrity in the course of APS employment;
- act with care and diligence in the course of APS employment;
- when acting in the course of APS employment, treat everyone with respect and courtesy, and without harassment;
- when acting in the course of APS employment, comply with all applicable Australian laws;
- comply with any lawful and reasonable direction given by someone in the employee's Agency who has authority to give the direction;
- maintain appropriate confidentiality about dealings that the employee has with any Minister or Minister's member of staff;
- disclose, and take reasonable steps to avoid, any conflict of interest (real or apparent) in connection with APS employment;
- use Commonwealth resources in a proper manner;
- not provide false or misleading information in response to a request for information that is made for official purposes in connection with the employee's APS employment;
- not make improper use of:
 - a. inside information, or
 - b. the employee's duties, status, power or authority, in order to gain, or seek to gain, a benefit or advantage for the employee or for any other person;
- at all times behave in a way that upholds the APS Values and the integrity and good reputation of the APS;
- while on duty overseas, at all times behave in a way that upholds the good reputation of Australia; and
- comply with any other conduct requirement that is prescribed by the regulations