VOLUNTEERING FOR THE LIBRARY SERVICE

INFORMATION SHEET

Introduction
Volunteers come from all walks of life, female and male, young and old – from a variety of ethnic backgrounds. What they have in common is a willingness to help and the capacity to provide a different service than paid staff. The essence of good volunteer involvement is using people’s strengths and interests.

This information sheet has been designed to give you some general information about what it means to become a volunteer with Cambridgeshire County Council. We hope you will find your involvement with us rewarding and enjoyable.

If You Decide to Apply to be a Volunteer
- Do not over commit yourself. Offer only as much time as you are able to give regularly.
- Do not take on too much. A little done regularly is better than a great deal which is given up.
- You will not be expected to carry out any task if it is against your wishes, or if you feel it to be unreasonable.

Application form –
- A volunteering application form can be found on the Library Service’s volunteering pages of the County Council’s web site, obtained from any library or can be requested by email: volunteers@cambridgeshire.gov.uk
- Two written or oral references need to be obtained by the service prior to an individual starting as a volunteer. Where the volunteer is a Council employee, only one reference is needed from the current line manager.
- After we have received your references you will be invited to attend an interview so you can visit the unit/team where you wish to volunteer.

The Interview
- This will be an informal interview – a chance for us to get to know a bit about you, and for you to ask any questions you may have about volunteering.
- Make sure you find out exactly what is expected of you if you agree to do voluntary work. You will be given a Volunteer role description which will outline the tasks you will be asked to do.

Pre-Volunteer Checks
Disclosure Checks
Working as a volunteer you could be involved in working with children and/or adults with care and support needs. Depending on the role you are volunteering in, you may be asked to complete a Disclosure and Barring Service (DBS) check.

Health and Safety Assessments
You will be asked to fill in a Health and Safety Assessment Question on the application form - to confirm that you have consulted your general practitioner and that you know of no medical reason why you should NOT be a volunteer for Cambridgeshire County Council.
Support and Advice for Volunteers
It is the Council’s normal policy to designate a member of staff to act as a contact person for each volunteer. basis.

Expenses
Volunteers can claim travel expenses incurred in the course of their volunteering for certain volunteering roles (e.g. Library@Home service, Library@Home-Digital Service)

Confidentiality and Volunteers
Once approved as a volunteer you may hear of matters concerning people’s private lives and their circumstances. You should at all times treat information gained whilst volunteering as confidential, and must not discuss this information with anyone, expect in the event of a safeguarding concern.
As a volunteer you will be asked to abide by the Cambridgeshire County Staff Code of Conduct.

Finally...
Thank you for showing an interest in becoming a volunteer with Cambridgeshire County Council’s Library service. We look forward to hearing from you.

If you have further questions, or would like to request an application form, please contact: -
Volunteers@cambridgeshire.gov.uk
Or call Libraries Customer Services on: 0345 045 5225
Or call into your local library.

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