

WELTON-BY-LINCOLN PARISH COUNCIL

Library Volunteer Policy

Volunteers make a valuable contribution to the Library Service through their time, energy and skills. Equally volunteer working brings benefits to the individual by improving their skills, confidence and interests. Welton-by-Lincoln Parish Council is committed to developing, encouraging and supporting volunteer involvement in our work.

What is a volunteer?

A person who carries out voluntary unpaid work on behalf of Welton-by-Lincoln Parish Council (the Council).

The Council has no duty to provide work for volunteers and an individual is under no obligation to undertake work. The Council ensures that the work undertaken by volunteers is carried out to a specified standard and that it is both organised and supervised effectively, with an appropriate training programme in place.

What can volunteers do?

Library Service at Home volunteer, Customer Support, Club Leaders, Special Projects, Children's Activities and many more.

Purpose of Procedure

- To acknowledge the added value of the contribution made by volunteers
- To establish clear principles for the involvement of volunteers within the Library
- To clarify the role of volunteers and the relationship between volunteers and paid members of staff within the Council
- To establish a framework for the recruitment support and training of volunteers

Statement of Principles

The roles or tasks to be carried out by volunteers will be clearly defined so that volunteers are clear about their roles, responsibilities and the benefits volunteers bring to our Library. Welton-by-Lincoln Parish Council will keep records of individuals who volunteer for us as well as the nature of work carried out by them. Documents referred to in this procedure will form the basis of these records.

Recruitment and Selection

- Welton-by-Lincoln Parish Council will make information about opportunities for volunteering available to all
- If an individual expresses an interest in becoming a volunteer, the current opportunities should be explained and any relevant Volunteer Task Descriptions should be made available
- All prospective volunteers will be asked to complete a simple Volunteer Details Form and return it to a named contact within the Council.
- Once completed, arrangements can be made for the volunteer to commence their work. Once placed, the Council will expect the volunteer to comply fully with existing

policies and procedures within Welton-by-Lincoln Parish Council, including Code of Conduct, Information Classification Policy, Health and Safety, and Equality and Diversity and Data Protection

Rights and Responsibilities of Volunteers

Welton-by-Lincoln Parish Council recognises that volunteers should:

- Be given an induction to the Library, which is appropriate to the type and duration of their work
- This may include Code of Conduct, Health and Safety, Equality and Diversity, Data Protection, Fire Training and customer service standards, hard copies of the appropriate documents will be provided
- Have a clear understanding of the role they are expected to undertake and receive relevant training in order to perform the tasks as required
- Have a clear understanding of who will be supervising their work and who to contact if there are any problems or queries, or if they wish to discuss any matters concerning their volunteering on a confidential basis
- Work in safe working conditions
- Be insured under Welton-by-Lincoln Parish Council's public liability insurance whilst undertaking voluntary work approved and authorised by Welton-by-Lincoln Parish Council
- Have the opportunity to give feedback to Welton-by-Lincoln Parish Council based on their experience of working as a volunteer
- Use Welton-by-Lincoln Parish Council as a referee
- Withdraw from volunteering at any time

Welton-by-Lincoln Parish Council expects that its volunteers will:

- Carry out specified tasks to the best of their ability, in ways, which support the aims, values and standards of the Council
- Do their best to volunteer at times as mutually agreed with the Council and give reasonable notice if they are unable to achieve this. A minimum of 24 hours would normally be required
- Abide by the Council's Code of Conduct
- Follow the Council's policies and procedures, including our Code of Conduct, Information Classification Policy, Health and Safety policy, and Equality and Diversity policy
- Wear appropriate forms of identification if recommended by the Council. This may be a name badge or corporate clothing for events
- Attend training where necessary to support the role

Adopted: January 2026

Next review: January 2027