

# Volunteer Program Guidelines: ANU Library/Archives

## Purpose

To set out the guidelines for the ANU Library/Archives Volunteer Program.

## Guideline

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### ATTACHMENTS

- A. Volunteer Declaration Form
- B. Volunteer Application Form

## **1. Introduction**

Volunteers provide valuable assistance to enable the ANU Library and Archives. The contribution of volunteers can improve the delivery of resources to the ANU community.

This Guideline outlines the principles for which the ANU Library and Archives Volunteer Program (hereon referred to as Volunteer Program) is managed and conducted, taking into account the national standards for volunteering. It draws on the expertise of other library/archives' volunteer programs and aims to ensure expectations are consistent for both staff and volunteers.

This document has been developed in consultation with ANU Human Resources, the National Tertiary Education Union and other key ANU personnel.

## **2. Objectives of the Volunteer Program**

- To improve accessibility and ongoing use of Library and Archives collections
- To enable volunteers to bring skills and experience and to develop new skills
- To provide opportunities for supporters of the Library and Archives to actively assist in the work
- To provide opportunities for unemployed information professionals and students and trainees to gain experience
- To provide opportunities for former staff to continue to contribute to the University's activities

## **3. Principles of the Volunteer Program**

The Volunteer Program is not intended to replace existing staff nor circumvent future recruitment of paid staff.

Volunteers offer their labour for specified periods of time on clearly defined tasks with no expectation of payment.

The Volunteer Program conforms with the University's value to diversity and inclusion and its commitment to the application of equal opportunity. The Volunteer Program offers a non-discriminatory atmosphere, the opportunity for intellectual and social engagement and the opportunity for skill development.

Volunteers will be engaged to work on specific projects as agreed with the Project Supervisor. Such projects will include listing, sorting, digitising and re-housing of resources. Volunteers will not be engaged on permanent ongoing tasks such as processing collections. Nor will they be expected to answer the telephone, retrieve records, provide reference services or generally be involved in disposal of resources or records.

The Volunteer Program may provide useful work experience for information professionals and students, and may play a positive role in assisting recent retirees through the transition from paid employment.

#### **4. Management of the Volunteer Program**

The University Librarian will be responsible for the overall governance of the Volunteer Program with management oversight of Library volunteers by the [Associate Director, Information Services, Scholarly Information Services \(SIS\)](#) and Archive volunteers by the [Associate Director, Records & Archives, SIS](#). Volunteers will be supervised by a Project Supervisor who will also be responsible for training and assigning work to volunteers.

The Project Supervisor will ensure that volunteers have adequate information, training and resources to undertake their tasks. The Volunteer Program will attempt to align volunteers' skills and interests to available project tasks.

Volunteers will be required to complete a Volunteer Agreement and Declaration (Attachment A) that sets out the agreed commitment. The agreement will outline the volunteer's commitment of time per week or fortnight, but attendance is flexible for specified work arrangements. A copy of the project outline and a position description will be attached to the agreement which will set out tasks to be allocated to volunteers, resources needed to complete the project, estimated time frames for completion and key reporting points. The Project Supervisor will maintain a set of all completed forms in a central volunteer register and for University records purposes.

The Project Supervisor will liaise regularly with volunteers to evaluate their work, provide feedback, hear any concerns that volunteers might have and provide periodic assessments to the Associate Director, Information Services, SIS.

Any issues in relation to volunteer work or arising over the application of matters covered in this document should be discussed in the first instance with the Project Supervisor. If unresolved then the issues will be referred to the Associate Director, Information Services to be managed under ANU policy and procedures.

#### **5. Recruitment of Volunteers**

Volunteers may be recruited from various avenues such as spontaneous expressions of interest, the Friends of the Noel Butlin Archives Centre, former ANU staff, by advertising in ANU newsletters and, by direct approach to local historical and similar organisations.

Volunteers will be required to complete the Volunteer Application Form (Attachment B) setting out their skills, project task preferences and provide referees as part of their application. They will also be interviewed by the Project Supervisor and/or the relevant responsible officer. Volunteers who are successful in the selection process will be required to undertake a National Police Check. The costs involved with this verification will be covered by the ANU Library/Archives. The University is committed to the application of equal opportunity principles and all applications received will be considered in accordance with the University's Equal Opportunity Policy. The University reserves the right to decline applications.

Each volunteer will be provided with an information package about the Volunteer Program.

## **6. Training of Volunteers**

Upon commencement, volunteers will receive induction training and information about the work of the ANU Library/Archives and a guided tour of the facility in which they will be working.

The training will also include information on security, work health and safety, and emergency procedures.

Volunteers working with original records will receive training in relation to records handling and preservation standards taking into account the volunteer's level of expertise and experience. Manual handling training will also be provided as appropriate.

## **7. Terms and Conditions of Volunteer Placement**

### **7.1 Expenditure**

Volunteers offer their services voluntarily and free of charge, and no salary, wages or other financial consideration will be paid in exchange for these services.

The ANU Library is unable to provide reserved parking while completing the volunteer placement and is unable to reimburse parking and /or speeding fines or fines for any driving offence.

Volunteers are not authorised to and cannot incur expenditure on behalf of the ANU or the ANU Library or Archive. Nor should they incur expenditure in the course of their volunteer services in the expectation that expenditure will be reimbursed. Any expenses or costs associated with the work undertaken by volunteers must first be discussed with the Project Supervisor and not be incurred or expended without the specific and prior approval of the University Librarian.

### **7.2 Conduct**

Whilst on ANU premises, volunteers are subject to compliance with the ANU Code of Conduct which specifies four categories of responsibilities:

- Respect for the Law and University Governance
- Fair Treatment of People
- Personal and Professional Behaviour
- Exercising Care and Diligence in Employment including privacy and confidentiality

Volunteers must also comply with other relevant University policies and procedures.

### **7.3 Working Arrangements**

The hours to be worked by volunteers will be determined by the volunteer in consultation and agreement with the Project Supervisor. These hours will not be outside the standard University's span of hours. This standard span of hours are Monday to Friday, 8:00am to 6:00pm.

Subject to the constraints of security, operational needs and priorities, efficient administration and accountability, volunteers will work in the Volunteer Program under arrangements which allow sufficient flexibility both to them and to the Project Supervisor in determining working arrangements and in assigning tasks.

Volunteers will be asked to complete an attendance register that records their arrival and departure times. This record will be used for monitoring and statistical purposes.

#### **7.4 Facilities and Equipment**

Volunteers will be given access to facilities, equipment and/or stationery necessary for the performance of their work.

Volunteers will have access to an amenities area for rest breaks and will be provided with opportunities for regular interaction with staff.

At the end of the project volunteers will be required to return any equipment or supplies provided to them to undertake their projects.

#### **7.5 Public Relations**

Volunteers will adhere to the ANU regulations and policy in relation to contact with the media, other public or private institutions. Volunteers have no authority to represent the ANU and are not to speak on behalf of the ANU or the ANU Library or Archives. Work undertaken by volunteers in the Program falls under the business of the ANU and is not to be disclosed or reported on by volunteers to any other person, media or organisation without the University's consent.

#### **7.6 IP and Copyright**

The title to, and ownership of, intellectual property in all material, documents and information brought or required to be brought into existence in performing the volunteer services remains the property of the ANU and shall vest upon its creation in the ANU. Volunteers do not have the right (under licence or otherwise) to copy, reproduce, exploit, publish or communicate materials or information created, developed or discovered while working in the Program.

#### **7.7 Health and Safety**

The ANU is committed to the prevention of injury or accident in the workplace by maintaining a safe and healthy working environment and by fulfilling its responsibilities under relevant legislation. The Volunteer Program shares this commitment with its volunteers in line with the duties and functions volunteers perform within the University.

Volunteers have a responsibility to and must take all reasonable care to avoid causing injury to themselves or others and to take reasonable care to avoid loss or damage to property. Volunteers are expected to and must notify the Project Supervisor immediately if they become aware of a safety hazard, or encounter an incident, which is, or may be, a health or safety concern to themselves or others. Volunteers must follow all directions given by an authorised representative of the ANU in regard to work, health and safety matters. In particular, if they are asked to leave or evacuate the premises by an authorised person or alarm then they must do so immediately.

### **7.8 Termination of Volunteer Agreement**

The volunteer agreement may be terminated by either party, at any time, in writing. No notice period of termination is required.

## **8. Insurance**

Volunteers are covered by the University's insurance policies. Volunteer cover includes: personal accident; public liability; professional indemnity; and employment practices. Any reports of an accident, or claim of injury or damage should always be referred to the ANU's Insurance Office staff immediately.

Risk assessments will be carried out in relation to each project assigned to a volunteer taking into account their skills and physical capabilities.

## **9. Recognition of Service**

The work undertaken by volunteers is highly valued by the ANU Library and Archives. Volunteers will be appropriately recognised for their services.

Recognition may include such events as special morning teas and provision of certificates of appreciation on completion of projects.


Reference to volunteered services may also be included in annual reports and newsletters.

References or statements of recognition of service for volunteers may be provided on request.

## **10. Guideline Review**

This document was reviewed in May 2017. It will be next reviewed in May 2019 or at such other times, as the ANU 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

 <b>Australian National University</b>	<p align="center"><b>Volunteer Declaration</b></p> <p align="center"><b>Forward completed form to Insurance Office, Building 10C</b></p>
Name	
Address	
Phone Number (include forwarding if applicable)	
Emergency Contact	
Project Name/Description	
Location of Activity	
Date of Commencement	
Estimated Completion Date	
Estimated Hours per Day	
Designated Supervisor	
Project Duties (including any special conditions)	
Do you have any physical or medical conditions that may affect your ability to perform the required activities? If so, please specify.	
Do you take any medications that may affect your ability to perform the required activities? If so, please specify.	
Do you consider yourself capable to undertake proposed activities?	

\_\_\_\_\_  
Signed by Volunteer

\_\_\_\_\_  
Dated

I have reviewed this Application to determine the capability of the Volunteer to undertake the proposed activities.  
Volunteer has been briefed on OH&S issues/hazards

\_\_\_\_\_  
Signed by Delegate

\_\_\_\_\_  
Dated

**VOLUNTEER APPLICATION FORM**

Thank you for your interest in the ANU Library and Archives Volunteer Program.

The ANU Library and Archives Volunteer Program values the contributions of volunteers who assist in performing a variety of useful tasks in the ANU Library and/or Archives. To ensure your voluntary work is a satisfying experience, we would attempt to match your skills and interests to those tasks that are suitable. This form is provided for this purpose. Please attach an extra sheet if there is insufficient space. Please note that we are seeking and collecting your personal information for the purposes of the Volunteer Program. It may also be used for other ANU purposes relating to communication with you, internal use, statistics, and reporting. This information will not be disclosed otherwise without your permission.

Surname \_\_\_\_\_ Title \_\_\_\_\_

Given Names \_\_\_\_\_ Date of Birth \_\_\_\_\_

Address \_\_\_\_\_ Postcode \_\_\_\_\_

Phone \_\_\_\_\_ (H) \_\_\_\_\_ (W) \_\_\_\_\_ (M) \_\_\_\_\_

Email address \_\_\_\_\_

Emergency contact name \_\_\_\_\_ Phone \_\_\_\_\_

Why would you like to volunteer at the ANU Library or Archives? \_\_\_\_\_

Are you already familiar with the work of the ANU Library or Archives? ☐ Yes ☐ No

Past work experience (including voluntary work) \_\_\_\_\_

Skills and qualifications \_\_\_\_\_

Interests, hobbies \_\_\_\_\_

Please let us know of any special skills you are willing to use, or jobs you would particularly like to do, for example: listing, sorting, re-housing, identification of photographs, digitisation.

Other comments \_\_\_\_\_



How much time do you have available for volunteer work with us?

Hours per week \_\_\_\_\_ or hours per month \_\_\_\_\_

Please advise us of your preferred day and time to work in our volunteer program.

Monday	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Morning	<input type="checkbox"/>	Afternoon	<input type="checkbox"/>
Tuesday	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Morning	<input type="checkbox"/>	Afternoon	<input type="checkbox"/>
Wednesday	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Morning	<input type="checkbox"/>	Afternoon	<input type="checkbox"/>
Thursday	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Morning	<input type="checkbox"/>	Afternoon	<input type="checkbox"/>
Friday	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Morning	<input type="checkbox"/>	Afternoon	<input type="checkbox"/>

Please provide details of a personal or work referee whom we can contact.

Name of one referee \_\_\_\_\_ Phone \_\_\_\_\_

**Applicant's Statement:**

The above information is true and correct, and I have given it freely and with my consent to be used by the ANU for the purposes described herein including the Volunteer Program.

Volunteer's Signature \_\_\_\_\_ Date \_\_\_\_\_