



Libraries & Information

Volunteer Involvement Policy

Type of Document	Policy
Department	Libraries and Information
Owner(s)	Operations Manager
Sign off	Head of Libraries and Registration
Publication	Website
Review Date	May 2026

Document Amendment Record			
Issue	Amendment detail	Author	Date
V1.0	Published policy	Development Manager	01/12/2017
V1.1	Updated GDPR statement	Development Manager	25/08/2018
V1.2	Updated GDPR statement	Development Manager	09/03/2021
V1.3	Minor amendments	Operations Manager - Libraries	19/07/2024

Volunteer Involvement Policy

This policy applies to council-run libraries

Gloucestershire Libraries are committed to offering opportunities for volunteers to help us achieve our vision – “Gloucestershire libraries are welcoming, inclusive, innovative and inspiring vibrant safe spaces (places) at the heart of our diverse communities, they encourage connections and creativity, providing equality of access to reading, culture, technology, trusted information, and learning opportunities. Working with and for their communities Gloucestershire libraries will continue to adapt and respond to their changing needs, championing sustainability and promoting health & wellbeing”. Towards this end, we will develop and maintain good volunteering standards throughout the organisation and ensure that volunteers are supported and managed effectively. Gloucestershire Libraries encourage the involvement of volunteers as a route to enriching and diversifying the work of the organisation, to foster community cohesion, and to improve the quality of life for both volunteers and those they serve.

Key Principles

These key principles influence and inform all of our relationships with volunteers.

- (a) Volunteers have distinctive status in their own right within the organisation.
- (b) Volunteers will be provided with the appropriate facilities and resources they need to do their volunteering.
- (c) Volunteers are not substitutes for paid staff; rather their work enhances and complements the work carried out by paid members of staff.

Recruitment

- (a) Volunteer role descriptions, application forms, policies and other documents are available on the Libraries web site and at local libraries. More detailed information about specific volunteer opportunities can be found on our website or by contacting Library staff.
- (b) Where required by legislation a Disclosure & Barring Service check will be carried out. A criminal conviction will not in itself prejudice a person's opportunity to volunteer but will play a part in the risk assessment during the placement process.

Equal Opportunities and Diversity

- (a) All stages of volunteer recruitment, selection and management will reflect Gloucestershire County Council's commitment to equal opportunities and diversity, as outlined in its Fairness & Diversity in Employment Policy.

(b) We understand that people are different, and we aim to meet the needs of all those living in Gloucestershire. We will not tolerate discrimination and will promote social inclusion. This organisation expects its staff and volunteers to treat everyone with fairness, respect and dignity.

Insurance

Gloucestershire County Council's Public Liability and Employer's Liability policies provide indemnity to any person volunteering to assist the council in its business.

Trades Union Membership

Volunteers may, if they wish, join a trade union subject to the membership rules of the trade unions.

Volunteers' Expenses

GCC will reimburse volunteers' mileage costs when undertaking deliveries as part of their role. The correct forms and process will need to be followed and supported by receipts.

Terminating a Voluntary Engagement

We may, on occasion, need to consider the possibility of ceasing to engage a volunteer. This is most likely to occur where there are concerns about the individual's conduct or competence but may arise in other circumstances e.g. ill-health.

Monitoring and Evaluation

There will be an ongoing commitment to evaluating the impact of volunteering on the library service, the staff and the service users, the local community and the volunteers themselves.

Data Protection

Personal information about our volunteers will be kept securely and will only be accessed by authorised personnel, in accordance with the General Data Protection Regulation and the Data Protection Act 2018. This information will be kept for six years following the end of an individual volunteer's period of volunteering. For more information on how we use information about our volunteers, please see our Privacy Notice for Volunteers.

Privacy Notice for Volunteers

Please see the related Libraries and Information Volunteers' Privacy Notice:
<https://www.gloucestershire.gov.uk/media/wjzjprya/volunteers-privacy-notice-march-2021.pdf>