



Volunteer Handbook
Broken Hill City Library

BROKEN HILL
CITY COUNCIL

**AUSTRALIA'S FIRST
HERITAGE LISTED CITY**

ABOUT BROKEN HILL CITY LIBRARY

Broken Hill City Library is seen by the community as a vital community service and is highly utilized and valued by the community. With its collections, computers, developing programming fostering a culture of reading and learning throughout life.

Broken Hill City Library operates from one service centre. The Library receives around 74,934 visits and lends over 96,019 items each year from a collection base of approximately 43,000 items.

VOLUNTEERING AT THE LIBRARY

Thank you for your interest in becoming a volunteer at the Broken Hill City Library.

Volunteers are important partners in fulfilling the role of providing patrons with knowledge and information that supports lifelong learning and expanding and enhancing public service to the community. Volunteers perform many important duties that cannot be funded out of the Library's regular operating budget and so are essential to maintaining quality library service.

Volunteers support the library staff in various capacities and are supervised by library staff. They work with patrons and help with special projects and community events. Volunteers do not take the place of paid staff and perform their duties and tasks without wages, benefits or expectations of compensation (including travel expenses) of any kind. Volunteers are recognized by the public as representatives of the Library and shall be expected to meet the same work and behavior codes as library staff.

If you enjoy meeting and helping people, then share your talents and skills and discover the rewards of giving your time and energy to an organization that enriches the lives of others and the community!

VOLUNTEER REQUIREMENTS

Volunteers provide the Library with positive community exposure and positive public relations benefits, so there are certain expectations of our valued volunteers.

- Volunteers are required to wear identification badges
- Keep accurate records of hours worked
- Be reliable, dependable and prompt
- Able to meet the overall demands of the functions performed during a typical workday
- Accept direction and ask questions if unsure of proper procedure
- Advise Library staff concerning absences, changes in availability, etc.
- Personal appearance must be clean, neat and suited to the duties to be undertaken
- Able to commit to program time demands
- Not to discuss personal matters with library staff or patrons or chat excessively

- Turn off mobile phones, personal phone calls should be kept at a minimum
- Library supplies are for use in the Library by staff and volunteers, leave all materials in the Library at the end of each day
- Library materials must be checked out on a valid library card, this applies to all staff, patrons and volunteers
- Maintain the confidentiality of any information to which you may be exposed, whether this information involves staff, patrons, volunteers or the overall business of the Library or the Council.
- Adhere to Code of Conduct policy
- Notify Library staff of your intention to vacate the volunteer position so that a replacement can be sought
- Be prepared to provide appropriate references and undergo police background checks and working with children checks as required.

SKILLS REQUIRED FOR ALL VOLUNTEERS

Volunteers do not need library experience, but certain skills are invaluable for working in a library, such as

- Attention to detail
- Effective communication and listening skills
- Ability to work with minimal supervision and as part of a team
- Ability to seek advice as appropriate
- An ability to communicate well with others
- Like working with people
- Reliable and trust worthy
- A reasonable level of fitness to undertake a variety of physical tasks
- Participate in training when it becomes available.
- Strong interest in books, reading and learning
- Desire to help children, youths and adults in a library setting
- Good interpersonal and customer skills
- Ability to take initiative, solve minor problems and work under minimal supervision
- Knowledge of current affairs, recent events and related forms of information
- Basic computer skills

EMPLOYMENT PROSPECTS

Volunteering is not a career path to employment at Council. Volunteers wishing to apply for Broken Hill City Council jobs may apply as external applicants. Vacant positions are advertised on the Council website.

All new volunteers receive on the job instruction by library staff or specialist training before commencing.

The Broken Hill City Library reserves the right to terminate a volunteer's services for any reason, but will endeavor to discuss the issues with the volunteer before any action is taken. There are certain behaviors / serious breaches of the Council Code of Conduct, breaches of

confidentiality, unlawful acts which are not acceptable to Broken Hill City Council and Broken Hill City Library and will result in immediate termination of a volunteers services.

VOLUNTEER ROLES

The Broken Hill City Library receives a high number of expressions of interest to volunteer. Volunteers can nominate in which areas they wish to be involved. All applications are reviewed and applicants notified on the outcome of their application. A face to face interview may be requested. If there are no current vacancies your application will be kept on file for future consideration when vacancies arise.

All volunteers must be prepared to provide appropriate references and undergo police background checks and Working with Children checks as required.

ADULT LITERACY

Volunteers with a background in teaching are connected with adults looking to improve their literacy skills to provide one-on-one learning support in the library.

HOMEWORK HELP

Volunteers assist students after school with research and homework help.

HOME LIBRARY SERVICES

Volunteers assist by selecting and delivering library items to, and collecting from, the homes of home library customers. Council car provided for delivery. Drivers licence required.

ARCHIVE ANGELS

Assist the Broken Hill Outback Archives with administrative tasks such as identifying, indexing, sorting, archiving, preservation of historical documents and work on projects as required.

STEAM

STEAM encompasses aspects of science, technology, engineering, art or mathematics. Expressions are open to individuals who would like to facilitate a STEAM group or workshop at the Library.

IT BUDDY

For volunteers with an interest in sharing their digital literacy skill sets with library customers. The volunteer in this role provides support, guidance and tuition to customers interested in learning about digital technology such as personal computers, mobile phones, etc.

READING WITH ME

Help a young reader in Grades 1 to 6 discover the magic of reading. Volunteers share literacy-based games and fun books and support children one-on-one to foster a lifelong love of reading.

BILINGUAL STORYTELLER

An adult volunteer (18years+) who is fluent in a language to read to/with children in a bilingual setting.

READING BUDDIES – YOUTH VOLUNTEER

Bring stories and reading to life for students in Grades 1 through 3! Volunteers encourage children to read, and make reading fun! This is a youth volunteer opportunity for Grades 7-12.

SUMMER READING BOOK BUDDY – YOUTH VOLUNTEER

Broken Hill City Library's annual event to promote the Summer Reading campaign. Volunteer responsibilities include signing up children and their parents and guardians for Summer Reading, assisting with programs and facilitating children's activities.

LIBRARIES IN RESIDENCE

Bring the library to those who can't come to the Library. Volunteers display mini pop up libraries of items, which have been selected by library staff, in senior's residences of continuing care facilities and/or use book trolleys to provide "room service" to residents.

EVENTS AND ACTIVITIES

To assist and support staff with preparation, set up, delivery and pack up of library events and activities.

ORAL HISTORY

Gather, preserve and promote living history by collecting the stories of people who have experienced it firsthand.

CODE TEEN

Help teens aged 8 to 17 learn coding skills as they work through tutorials (as beginners) or their own projects (intermediate/advanced) in this drop-in program. Volunteers coach and support participants individually or in teams, as they develop coding skills to create web pages, apps, and games in an open, free learning environment.

ENGLISH CONVERSATION

Help build adult newcomers' skills in spoken English and create confidence in speaking – in an informal, respectful and inviting space.

EXAM INVIGILATOR

To supervise an examination in accordance with exam regulations set by a particular educational institution.

SPECIAL PROJECTS

Do you have unique skills you can offer the library? With staff support, volunteers can lead classes and workshops on subjects in which they are proficient. A few examples include

- Technology classes;
- Resume writing and interview workshops;
- Science, Technology, Engineering, and
- Mathematics (STEM) programs
- Summer Reading outreach programs.

If you have an idea for a special project you would like to direct and you have the dedication needed to be a library volunteer, come talk to a Library staff member.

VOLUNTEER DUTY STATEMENTS

ADULT LITERACY

PROGRAM OVERVIEW

The Broken Hill City Library Adult Literacy program enables adults with low literacy skills to connect with volunteer tutors who work with them on a one to one basis to improve their literacy and or numeracy skills. The program is subject to demand.

VOLUNTEER DUTIES

- Providing one on one tuition with an adult to help with their reading and writing and or numeracy, session duration 1-2 hours once a week at the Library.
- Keeping track on progress and working with the student on a regular on-going basis.
- Record keeping.

VOLUNTEER REQUIREMENTS

- Formal teaching qualifications are not required to become a volunteer adult literacy tutor, although we do encourage anyone with previous or current teaching qualifications to consider this role.
- To be patient, committed and motivated to help the learner/participant to develop their literacy skills.
- All volunteer literacy tutors are required to undertake the adult literacy tutor training provided, regardless of their education level or experience. This is an opportunity to meet other volunteers and to ensure our tutors take the same approach with regard to supporting learners. (Training is free of charge).
- Be prepared to provide appropriate references and undergo police background checks and Working with Children checks as required.

WHAT'S THE NEXT STEP?

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Acceptance of your volunteer application will depend upon suitability for the role e.g. relevant experience/employment history and demand at the time. Please note that not all offers can be accepted.

ENGLISH CONVERSATION

PROGRAM OVERVIEW

English Conversation Groups provide an opportunity to practice English in a non-judgmental, safe and fun atmosphere. Help build adult newcomers' skills in spoken English and create confidence in speaking – in an informal, respectful and inviting space.

VOLUNTEER DUTIES

- Participate in orientation and ongoing training sessions.
- Initiate and facilitate weekly English Conversation Groups of suitable topical discussions, ensuring that all participants are involved equally.
- Be friendly, welcoming and respectful to diverse participants.
- Manage personal conflict in a group, and provide positive guidance and encouragement.
- Refer issues and concerns to the Library contacts.
- Gather participant program feedback and submit own program feedback and suggestions for program improvement.
- Share best practices, ideas with other Library ECG leaders.

VOLUNTEER REQUIREMENTS

- Must be a minimum of 18 years of age.
- Certificate in Teaching English as a Second Language an asset.
- Previous experience in teaching adult EAL/ESL an asset.
- Excellent English communication skills (written, oral, and listening).
- Sensitivity to and understanding of the issues, concerns and barriers facing new Australians.
- Must be willing and able to work with participants from diverse cultures and backgrounds.
- Leadership skills and experience in group work.
- Mature, reliable, and able to work independently.
- Friendly, welcoming, respectful, with positive attitude.
- Be prepared to provide appropriate references and undergo police background checks and Working with Children checks as required.
- Willing to commit for 2 hours per week per term.

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BILINGUAL STORYTELLER

PROGRAM OVERVIEW

An adult volunteer (18+ years old) who is fluent in a language to read to/with local children in a bilingual setting once or twice per month.

VOLUNTEER DUTIES

- An interest in promoting reading skills for young readers
- Instil confidence and desire for lifelong learning
- Provide a fun and creative learning environment
- Attend an orientation and training session
- Support participants in their literacy goals
- Maintain a supportive, fun, and enriching environment
- Participate in the program for a minimum of one year
- Be a positive mentor for a child
- Help children improve their self-confidence and literacy skills
- Strengthen creative thinking, coaching skills, and supportive communication

VOLUNTEER REQUIREMENTS

- Age 15+
- High degree of initiative and creativity
- Excellent leadership skills
- Ability to develop and work with a team
- Excellent oral communication and written skills in English and another language
- 6 month commitment, 1-2 hours per month.
- Be prepared to provide appropriate references and undergo police background checks and Working with Children checks as required.

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HOME LIBRARY SERVICES

PROGRAM OVERVIEW

Broken Hill City Library Home Library service is for community members who are temporarily or permanently unable to access the physical library due to ill health or disability and are unable to rely on family or friends to access library materials for them.

VOLUNTEER DUTIES:

- Arrive at the library on the designated day and assist with selection of items and or collection of items
- Deliver to the customer's home at a regular agreed day/time

- Collect library items due for return from customer's home and take back to the library at a regular agreed day/time
- Relay any requests from the customer to the Home Library Service Representative staff member
- Use Council vehicle to make deliveries to the home library services customer
- Have a valid driver's licence, current registration
- Have genuine care and concern for home library service customers
- Be prepared to provide appropriate references and undergo police background checks and Working with Children checks as required.
- Good communication and interpersonal skills, with a friendly and approachable manner
- Ability to work independently or as part of a team
- Experience in customer service, working with the elderly or people with disabilities
- Reasonable level of fitness and strength for manual handling of library bags.
- Participate in the program for a minimum of one year.

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STEAM

PROGRAM OVERVIEW

STEAM encompasses aspects of science, technology, engineering, art and or mathematics.

A STEAM activity could include any of the following:

- Animation
- Arts and crafts
- Artisans
- Calligraphy
- Coding
- Crochet and knitting
- Design
- Drawing
- Engineering
- Film making
- Jewellery making
- Lego
- Mathematics
- Needlework
- Robotics
- Science
- Technology

- Upcycling
- Weaving

VOLUNTEER DUTIES

- Facilitate a regular group at the library, commit on a regular ongoing basis and be reliable in attendance
- Inspiring others and growing people's interest in the chosen STEAM activity

VOLUNTEER REQUIREMENTS

- Possess extensive experience and skill in one of the STEAM activities above or something similar
- Be passionate about your STEAM interest and want to share this with others
- Communicate clearly and effectively, allowing active participation by all group attendees
- Have experience and or the confidence to facilitate a group of people you have never met
- Work well with library staff and be open to future cross calibration of STEAM groups
- Be prepared to provide appropriate references and undergo police background checks and Working with Children checks as required.

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ORAL HISTORY

PROGRAM OVERVIEW

Gather, preserve and promote living history by collecting the stories of people who have experienced it firsthand.

VOLUNTEER DUTIES

- Pre-training organizational and community outreach
- Event planning and support
- Volunteer interviewer inquiry support
- Oral history highlight production
- Audio upload and metadata entry

VOLUNTEER REQUIREMENTS

- Interest in community organizing and outreach
- Experience developing community partnerships and collaborations
- Public speaking ability across diverse audiences
- Attention to detail
- Program planning

- Basic interest in oral history field
- Be prepared to provide appropriate references and undergo police background checks and Working with Children checks as required.

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IT BUDDY

PROGRAM OVERVIEW

To provide support, guidance and tuition to customers interested in learning about new and emerging digital technologies, including basic computer/internet/email/iPad/iPhone, android device and the Libraries databases, accessing eBooks, etc. Helping patrons with basic computer skills such as setting up an email address, using word processing, completing on-job applications, completing online forms, assisting with job searches.

VOLUNTEER DUTIES

- Provide friendly, supportive and clear training instruction to customers
- To use technology available in the library during training session and up skill in less familiar equipment when required.
- Complete administrative procedures such as timesheets, customer attendance statistical counts and feedback forms.
- Be patient, punctual and reliable.
- Volunteer requirements
- Excellent customer service and able to communicate with people from diverse backgrounds
- Able to work as a team member and individually as required
- A high level of knowledge in the day to day use of computers, the internet, email, online functions and internet abled devices, e.g. iPads, iPhones, android phones, tablets etc.
- The ability to be supportive, patient, empathetic and encouraging
- Be able to work one on one with library patrons who need computer help.
- Experience in the delivery of training.

VOLUNTEER REQUIREMENTS

- Relevant teaching, training or community services experience
- Sound digital literacy skills
- Empathetic, patient and respect people for what and who they are
- Able to communicate effectively
- Able to create a comfortable atmosphere for learning
- Be prepared to provide appropriate references and undergo police background checks and Working with Children checks as required.

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READ WITH ME**PROGRAM OVERVIEW**

Help a young reader in Grades 1 to 6 discover the magic of reading. Volunteers share literacy-based games and fun books and support children one-on-one to foster a lifelong love of reading.

VOLUNTEER DUTIES

- Deepen interest and reading skills for young readers
- Instill confidence and desire for lifelong learning
- Provide a fun and creative learning environment
- Attend an orientation and training session
- Support participants in their literacy goals
- Maintain a supportive, fun, and enriching environment
- Participate in the program for a minimum of one year
- Be a positive mentor for a child
- Help children improve their self-confidence and literacy skills
- Strengthen creative thinking, coaching skills, and supportive communication

VOLUNTEER REQUIREMENTS

- Fluent in English
- Strong communication and interpersonal skills
- Patient and reliable
- Ability to work effectively with diverse populations
- Be prepared to provide appropriate references and undergo police background checks and Working with Children checks as required.

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Acceptance of your volunteer application will depend upon suitability for the role e.g. relevant experience/employment history and demand at the time. Please note that not all offers can be accepted.

READING BUDDIES – YOUTH VOLUNTEER

PROGRAM OVERVIEW

Bring stories and reading to life for students in Grades 1 through 3! Share books and play fun literacy games with their “little buddy” in a group setting that’s facilitated by a staff member. Volunteers encourage children to read, and make reading fun!

This is a youth volunteer opportunity for Grades 7-12.

VOLUNTEER DUTIES

- Ensure a safe and friendly environment for young students to experience the magic of reading
- Spark an interest in reading
- Attend an orientation and training session
- Create a positive, fun, and rewarding environment
- Be a positive role model for participants
- Attend each program in the volunteer term
- Provide an opportunity for youth volunteers to develop mentoring skills
- Junior or senior high school students (Grade 7 to Grade 12)
- Strong communication skills
- Ability to motivate and mentor children from diverse backgrounds
- Reliable and a positive attitude
- Strong literacy skills
- Commit to all program dates

VOLUNTEER REQUIREMENTS

- Junior or senior high school students (Grade 7 to Grade 12)
- Strong communication skills
- Ability to motivate and mentor children from diverse backgrounds
- Reliable and a positive attitude
- Strong literacy skills
- Commit to all program dates
- Parental/carer consent
- Provide Parental permission

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Acceptance of your volunteer application will depend upon suitability for the role e.g. relevant experience/employment history and demand at the time. Please note that not all offers can be accepted.

SUMMER READING BOOK BUDDY – YOUTH VOLUNTEER

PROGRAM OVERVIEW

Summer Reading book buddies read aloud to children and assist with all kind of programs during summer.

This is a youth volunteer opportunity for Grades 7-12.

VOLUNTEER DUTIES

- Read aloud to children.
- Assist staff in planning, conducting, and evaluating children's programs (i.e. arts and crafts/drawing and painting, puzzles and games).
- Introduce children to appropriate children and teen websites.
- Act as community liaison by promoting programs and services in the library.
- Create book displays.
- Assist staff with special library projects and programs.

VOLUNTEER REQUIREMENTS

- A friendly manner and a strong commitment to working with children
- Make a minimum commitment of one hour per week for a period of at least three weeks (November, December and January)
- Provide Parental permission

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LIBRARIES IN RESIDENCE

PROGRAM OVERVIEW

Bring the library to those who can't come to us. Volunteers display mini pop up libraries of items, which have been selected by library staff, in senior's residences of continuing care facilities and/or use book trolleys to provide "room service" to residents.

VOLUNTEER DUTIES

- Provide access to library resources to patrons who are unable to visit the library because of mobility or health concerns
- Manage use of the collections in the in-house libraries
- Deliver books and collect books from residents who cannot leave their rooms
- Maintain regular contact with Library staff to ensure that the collections meet the needs of the residents
- Participate in the program for a minimum of one year
- Support lifelong learning, health and active aging.

VOLUNTEER REQUIREMENTS

- Strong interpersonal and communication skills
- Ability to work independently
- Ability to carry Library materials
- Genuine interest in volunteering with the elderly and sharing the love of reading with others
- Ability to work effectively with diverse populations
- Be prepared to provide appropriate references and undergo police background checks and Working with Children checks as required.

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ARCHIVE ANGELS

PROGRAM OVERVIEW

Assist the Broken Hill Outback Archives with administrative tasks and work on projects as required.

Volunteer duties may include any of the following

- Assisting with photocopying, printing, etc.
- Sorting collections
- Assisting with library displays
- Re-housing collections
- Digitising items
- Data entry
- Assist with projects and data entry
- Ability to access and navigate Library software, website and catalogue and online resource databases
- Shelf tidying and filing items
- Specialist collection maintenance
- Special projects on short term basis

VOLUNTEER REQUIREMENTS

- Qualifications, experience or studying one of the following areas: history, museum, librarianship and or archival
- High attention to detail
- Good communication and interpersonal skills
- Excellent computer skills and experience with Microsoft software, internet, digital services and use of social media

- Knowledge of the Broken Hill area
- Interest in local history and the environment
- Ability to work independently or as part of a team.
- Good communication skills and the ability to work with limited supervision
- Technology skills
- Be prepared to provide appropriate references and undergo police background checks and Working with Children checks as required.
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EVENTS AND ACTIVITIES

PROGRAM OVERVIEW

To assist and support staff with preparation, set up, delivery and pack up of library events and activities.

VOLUNTEER DUTIES

- Reasonable level of fitness and strength to setup chairs and tables for an event.
- Greet and register customers at events, issue name tags, maintain a friendly and approachable manner and collect feedback forms at end of event.
- Hold props for staff during a group presentation/talk.
- Attend volunteer group meetings, training and feedback sessions as required.

VOLUNTEER REQUIREMENTS

- Good communication and interpersonal skills.
- Experience in a customer service environment.
- Ability to work independently or as part of a team.
- Interest in reading, author talks, local history, youth (holiday activities) and children's activities (Storytime/Rhyme Time).
- Be prepared to provide appropriate references and undergo police background checks and Working with Children checks as required.
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CODE TEEN

PROGRAM OVERVIEW

Help teens aged 8 to 17 learn coding skills as they work through tutorials (as beginners) or their own projects (intermediate/advanced) in this drop-in program. Volunteers coach and support participants individually or in teams, as they develop coding skills to create web pages, apps, and games in an open, free learning environment.

VOLUNTEER DUTIES

- Help teens build digital literacy skills and confidence using technology
- Help teens develop computer programming skills
- Build peer-to-peer mentoring skills
- Support social and emotional learning and positive youth development
- Help participants to learn and practice coding and related skills

VOLUNTEER REQUIREMENTS

- Expertise in coding logic, programming languages, or related areas like app development or web design
- Ability to work positively in a youth-centered program
- Good listening and communication skills
- Flexibility and good problem-solving skills
- Demonstrated ability to accommodate a diversity of backgrounds and skill levels
- Commit to participate in the program for a minimum of one year
- Attend an orientation and training session
- Be part of a team that creates a positive, fun, and enriching environment for participants
- Be a positive role model for participants
- Be prepared to provide appropriate references and undergo police background checks and Working with Children checks as required.

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INVIGILATOR/EXAM SUPERVISOR

PROGRAM OVERVIEW

Exam invigilator to supervise an examination in accordance with exam regulations set by a particular educational institution.

VOLUNTEER DUTIES

- Greet student requiring supervision, check identity with photo identification and maintain a friendly and approachable manner.

- Before exam -explain exam regulations, time frame and authorised materials that can be used in the exam.
- During exam -be attentive and identify any breach of exam regulations, malpractice or administrative failure and report this to Library staff.
- After exam -collect papers and give to Library Service desk staff for electronic and hard copy submission to educational institution.

VOLUNTEER REQUIREMENTS

- Good communication and interpersonal skills.
- Teaching background with experience in exam supervision.
- Integrity and vigilance to conduct examination in accordance with instructions.
- Experience in a customer service environment.
- Ability to work independently or as part of a team.
- Be prepared to provide appropriate references and undergo police background checks and Working with Children checks as required.

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CREATE YOUR OWN ASSIGNMENT**PROGRAM OVERVIEW**

Do you have unique skills you can offer the library? Work with a diverse group of people at the Library and share your talents and passions with others. If you have an idea for a special project you would like to direct and you have the dedication needed to be a library volunteer, fill out an application today.

POSSIBLE PROJECTS

- Provide computer training workshops in the Library.
- Assist children with creative writing and arts and crafts projects.
- Organize a group Read Aloud.
- Teach web design and programming.
- Organize a book club for teens or adults.
- Assist with special events.

VOLUNTEER DUTIES

- Create your own project
- Commit to a pre-determined schedule
- Promote the use of library resources
- Volunteer requirements
- A commitment to serving others
- A good attitude and friendly manner
- Ability to communicate and work well with diverse groups

- Desire to share your special skills with others
- Be prepared to provide appropriate references and undergo police background checks and Working with Children checks as required.

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VOLUNTEER APPLICATION FORM

The Volunteer Worker Policy can be downloaded from the Broken Hill City Council Website link

<https://www.brokenhill.nsw.gov.au/council/policies/volunteers>.

For assistance in completing forms please contact Library staff.

Volunteer Worker Application form Link

<https://www.brokenhill.nsw.gov.au/sites/brokenhill/files/public/documents/Forms/Voluntary%20Worker%20Application.PDF>



www.brokenhill.nsw.gov.au