**SOMERSET REGIONAL COUNCIL LIBRARIES Volunteer Program – Application Pack**

**with**



* **Volunteer Role Description**
* **Volunteer Code of Conduct**
* **Volunteer Application Form**

**Somerset Regional Council Libraries**

**P O Box 117**

**Esk Qld 4312**

**Ph: (07) 5424 4000**

**Organisation:** Somerset Regional Council

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|  | **SOMERSET REGIONAL COUNCIL LIBRARIES Volunteer Role Description** |

**Role Purpose:** To provide volunteer support to the Somerset Regional Council Libraries.

**General Key Duties:**

**Folding and labelling letters (Esk library only)**

All reservation and overdue notices are to be folded and placed in envelopes by midday each day. Refer to

Mail procedure.

**Reservation shelf list and expired trapped reservation list**

List provided by library staff. Items are found on shelves and the reservation shelf.

**Shelving**

Items are to be shelved in the correct location, in strict Dewey order. Dewey Decimal Classification is the most widely used method of organising non-fiction items in a library. The numbers assigned by the Dewey Decimal System are important for two reasons. Firstly, they determine the order the books are placed on the shelf. Secondly, the system classifies items according to subjects which are divided into 10 main groups, each represented by figures.

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| --- | --- |
| 000-099 | Generalities (encyclopedias, bibliographies, periodicals, journalism) |
| 100-199 | Philosophy and Related Disciplines |
| 200-299 | Religion |
| 300-399 | The Social Sciences (economics, sociology, civics, law, education, vocations, customs) |
| 400-499 | Language (dictionaries, grammar) |
| 500-599 | Pure Sciences (astronomy, biology, botany, chemistry, geology, mathematics, paleontology, physics, zoology) |
| 600-699 | Technology (agriculture, aviation, economics, engineering, home business, medicine, radio, television) |
| 700-799 | The Arts (architecture, sculpture, painting, music, photography, recreation) |
| 800-899 | Literature (novels, poetry, plays, criticism) |
| 900-999 | General Geography and History |

Under each broad grouping the major subject fields were chosen, and each given a more specific number:

**600 Technology**

610 Medical Sciences

620 Engineering

630 Agriculture

Similarly, these were broken down to more specific subjects:

**630 Agriculture**

631 Crops and production

632 Plant diseases, pests

633 Field crops

634 Orchards, forestry

At this stage Dewey decided to put a decimal point, or full stop, hence the term Dewey Decimal

Classification. The only reason for doing this was to make it easier to say, for example, ‘Milking is at 6, 3, 7

point 1, 2, 4’ than ‘Milking is at six hundred and thirty-seven thousand, one hundred and twenty-four’.

Following the decimal point, subjects are broken down into classes or groups of 10, and given a further

number between 0 and 9:

**637 Dairying**

637.1 Milk production

637.2 Butter production

637.3 Cheese production

The numbers continue to grow in length the more specific the subject.

**Note: New items are to be displayed facing out on display racks and shelves.**

**ANF: Adult Non-Fiction**

These books deal with many subject areas. The Dewey Decimal Classification scheme is used to classify books by subject. This ensures that books on a particular subject are all brought together into one location on the shelf. e.g.: 635 is the number for GARDENING. All books on the subject will carry this number, with further numbers added if the book is about a particular aspect of gardening. The classification number is followed on the spine label by the first four letters of the author’s surname. Adult non-fiction books should be shelved first in number order and then alphabetically by four letters.

|  |  |  |  |
| --- | --- | --- | --- |
| e.g. | 636 | COAL | before |
|  | 636.5 | COAL | before |
|  | 636.5 | DENT | before |
|  | 636.509 | ALBI | before |
|  | 636.51 | DION | before |
|  | 636.6 | SMIT |  |

**Note: Biographies and autobiographies are to be shelved separately from ANF; A&HS books are to be shelved in A&HS section**

**AF: Adult Fiction**

Fiction books or novels are classified into different genres in order to assist readers to identify the type of books they might enjoy. Genre labels are shown on the spine label. Adult fiction books are shelved alphabetically first by author’s surname, then by author’s given name, then title. Ignore genre labels when shelving.

1. Surname shelving, e.g. CONDON before COOKSON
2. Given name shelving e.g. SMITH, Dodie before SMITH, Wilbur
3. Title shelving e.g. SMITH, Wilbur. A falcon flies before SMITH, Wilbur. Gold mine

Note that "a", "the", and "an" at the beginning of a title is always ignored.

Note that Mac and Mc are treated as the same and are shelved at the beginning of M (like a telephone book). New spine labels have M’NAU, rather than MacNAU or McNAU.

**APB: Adult Paperback**

These items are smaller in size (usually 18cm or less in length) and are shelving in genre order only, on APB

spinners (not in author order). This is for ‘quick pick’ access.

Genre labels used: Romance; Historical; Family; Horror; Thriller; Suspense/Mystery; Detective; Australian; Humorous; Western; War; Fantasy; Science Fiction

**LP: Large Print**

Large print books are designed for people with a visual disability although there is no restriction on who may use these books. A small number of adult non-fiction books are also supplied in the large print format. As the majority of readers in this category are older readers, these books are shelved at an appropriate height that is easily reached.

**Picture books**

Picture books are stories told using text and pictures that are suitable for young and older children (0 - 12 years of age). Concept, novelty and wordless picture books are purchased as part of the picture book collection. These books only show the first letter of the author's name on the front left hand corner.

**BEG: Beginner readers**

**These stories are suitable for young children who are beginning to read for themselves. They are shelved in the junior series section.**

**JF: Junior Fiction**

Junior fiction stories are suitable for children from beginning reading through to about twelve years of age. The collection also contains graphic novels, which are ideal for encouraging reluctant readers. Popular junior fiction series are shelved separately and facing out if possible. Other Junior fiction books are shelved alphabetically by author’s surname.

**JNF: Junior Non-Fiction**

Junior non-fiction information books reflect young people's leisure interests and homework needs. Junior non-fiction books are shelved in classification number order and then alphabetically by the four letters on the spine label. In some branches these are inter-filed with Adult Non-Fiction, in some they are in a separate section.

**YAF: Young Adult Fiction**

This collection is aimed at 13-17 year olds. The collection includes popular television tie-ins, teenage fiction series, selected adult titles, and graphic novels for reluctant readers, but also reflects contemporary reading options for teenagers. Young adult fiction books are shelved alphabetically by author's surname.

**YANF: Young Adult Non-Fiction**

Contains books selected to meet the recreational and personal enquiry and informational needs of teenagers. Young adult non-fiction is shelved in classification number order and then alphabetically by the four letters. In some branches these are inter-filed with Adult Non-Fiction, in some they are at the end of the YAF section.

**Shelf checking**

A shelf checking roster will be available at each branch. Shelf checking refers to the process of making sure that each item is shelved correctly. It needs to be undertaken in a systematic way so that each collection is checked regularly. Entire library collection must be done each month.

**Newspapers**

Newspapers are to be kept for one week only. All other back issues are to be disposed of.

**Library stamp**

All items (except Audio and Community Language books supplied by State Library of Queensland) are to

have the first page stamped with *Somerset Regional Council Libraries.*

**Preparation of craft**

Story-time is presented weekly at each branch. Other activities and workshops are presented in school holidays and at other times during the year. Preparation of craft may include photocopying, cutting out etc.

**Labels**

a. Branch labels

All items (except Audio and Community Language books supplied by State Library of Queensland) are to

have a coloured branch label placed on the spine, above the spine label.

Esk = blue Kilcoy = red Lowood = yellow Toogoolawah = green

b. Spine labels

All new items are to have spine labels – refer to General call number and spine label guide. Use Microsoft

Word template (see library staff for template).

**Book covering**

All new items are to be covered in contact or non-adhesive covering – refer End processing procedure.

**OPAC assistance**

When approached by a customer, you are encouraged to assist them by showing them how to use the

OPAC – refer OPAC user guide.

**Tidying**

Spend last 10 minutes of shift tidying library:

* Push fallen items up against left side of shelves
* Tuck chairs in
* Tidy toys and puzzles

**Optional tasks**

Write a book review for inclusion in the staff newsletter and upload to the OPAC (Online Public Access

Computer).

**Volunteers are not required to undertake:**

* Heavy lifting
* Handling bookings for rooms and advising hire rates
* Setting up for meetings
* Any work behind the front counter including loans and returns
* Customer service enquiries (other than directional; demonstrating OPAC)
* Aurora programs (Library management system)
* Monetary transactions
* Any library work that requires a login and password

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| **Time requirements:** |  |

Esk 9am to 5pm

Kilcoy 9am to 5pm

Lowood 9am to 5pm

Toogoolawah (Open – Tuesday, Thursday, Friday – 9am to 12.30pm; 1pm to 5pm)

**Skills / Qualifications:**

* Volunteers must have the ability to maintain a high level of confidentiality and privacy;
* Volunteers do not require formal qualifications, but in general it is expected that a range of life skills and an understanding of libraries would suit best for this role.

**Interview:**

* Upon receipt of volunteer application, Somerset Regional Council will arrange an interview with volunteer.
* This will involve a panel of two – HR Officer and a Librarian and the prospective volunteer discussing the role and asking a few questions to assess suitability to become a volunteer with Somerset Regional Council.

**Orientation & Training:**

* Applicants who are selected as volunteers will be required to undergo a full induction program including Workplace Health and Safety where they will be required to read, understand, agree to and sign the Somerset Regional Council Code of Conduct, Confidentiality & Privacy Agreement, Staff and Volunteer Statement and other formal documentation required.
* Initial orientation is provided as well as on-going support, supervision and/or any debriefing that may be required.

**Rosters & Uniforms:**

* Volunteers are scheduled to attend per an agreed roster issued at least one month in advance.
* Coverage by Council’s insurance policy requires volunteers to sign in at the start of shift and sign out at the end of shift.
* Unexpected commitments and days of illness are reasonable and will be accommodated with adequate notice. Contact your Library Administrator if unable to attend a rostered shift for any reason.
* A polo shirt and name badge will be supplied by Council which volunteers should wear as a required uniform on shift or training.
* A Council Branded jacket will be issued to volunteers who are rostered to work a minimum of three shifts per quarter (minimum once per month or three times over a three-month period).
* General attire is “smart casual” with covered footwear as appropriate to presenting a professional image. Clothing must be appropriate to the health and safety considerations of the volunteer’s work responsibilities.

**Customer Service Etiquette:**

Always greet library customers with a smile and “Hello”. If a borrower asks for assistance in searching for information you may assist them in using the OPAC computer. For any other information or assistance requests please politely refer the borrower to Library Staff.

**Complaint Handling:**

Most of the people using Somerset Libraries will be a pleasure to meet. However, as in all jobs which involve public contact, readers may occasionally be angry or aggrieved. It is important that you handle such situations effectively. Training will be provided on the standards of complaint handling and recording;

* Always stay polite
* Keep your voice calm
* Refer any aggrieved enquiries to the Library Administrator
* Council has a zero-tolerance policy on abusive behaviour towards volunteers

**Performance procedures:**

* Volunteers will receive feedback on their performance at times established by the centre supervisor.
* Volunteers may discontinue their service as a volunteer at any time. We ask that you provide a written/emailed notice of resignation.
* A volunteer’s service may be terminated at any time if Council considers the volunteer has acted contrary to established policies and procedures and we are unable to reach a remedy.
* Upon resignation or termination, volunteers are to return name badges and any other Council property in their possession.

**Conclusion:**

Make sure you have fun and enjoy what you do while volunteering with Somerset Libraries. We appreciate

and thank you for your participation.

+ Respect rights of others

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| **SOMERSET REGIONAL COUNCIL LIBRARIES**  **Volunteer Code of Conduct** |  |

+ Ensure privacy and confidentiality of all information

+ Act in a non-discriminatory manner

+ Be punctual and polite

+ Be accountable

+ Maintain high standard of service to enhance Somerset Regional Council’s image

+ Abide by philosophy, goals, policies and procedures of Somerset Regional Council Libraries.

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|  | **SOMERSET REGIONAL COUNCIL LIBRARIES Volunteer Application Form** |

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| **Personal Details** | | | | | | | | | | | |
| Surname |  | | | | | | | First Name | |  | |
| Street |  | | | | | | | | | | |
| Town |  | | | | | | | | Post Code | |  |
| Home Phone |  | | Mobile | |  | | | | | | |
| Email |  | | | | | | | | | | |
| Are you aware of any illness or disability that may affect your ability to perform the duties of a volunteer within the Somerset Regional Council Libraries?  □ Yes – please state  □ No | | | | | | | | | | | |
| **Qualifications / Experience / Hobbies** | | | | | | | | | | | |
| **List any qualifications, experience, hobbies you may have which will be useful in a volunteer role. A resume may be attached.**  *Academic Qualifications:*  *Computer Literacy:* (please state what computer programs/software/internet etc you are familiar with)  *Do you speak another language other than English? If so, please include:*  *Work Experience:*  *Hobbies:*  If more space is needed, please feel free to attach another page with further information | | | | | | | | | | | |
| **Helping each other** | | | | | | | | | | | |
| In a paragraph, please describe the positive benefits you can contribute towards the Somerset Regional Council Libraries? | | | | | | | | | | | |
| Please describe how you think volunteering with the Somerset Regional Council Libraries will benefit you. | | | | | | | | | | | |
| **Blue Card / Driver’s Licence** | | | | | | | | | | | |
| Do you hold a current blue card? Yes / No | | | | | | Do you hold a current Qld driver’s licence? Yes / No | | | | | |
| If Yes, please state:  Card Number:  Volunteer / Paid Employee (*please select*)  If no, would you be prepared to obtain one if required?  Yes / No | | | | | | If Yes, please state:  Number:  Class:  Expiry date: | | | | | |
| **Availability and Location:** | | | | | | | | | | | |
| Please tick the library branch where you would like to volunteer *(you may select more than one)* | | | | | | | | | | | |
| Esk (9am to 5pm) | | | |  | |  | | | | | |
| Kilcoy (9am to 5pm) | | | |  | |  | | | | | |
| Lowood (9am to 5pm) | | | |  | |  | | | | | |
| Toogoolawah (Open – Tuesday, Thursday, Friday) | | | |  | |  | | | | | |
| **Please advise which days of the week, frequency and preferred times (e.g. Friday 2pm-5pm; weekly; every second Tuesday from 9am to midday)** | | | | | | | | | | | |
| **DAY** | | **TIME** | | | | | **FREQUENCY** | | | | |
| Monday | |  | | | | |  | | | | |
| Tuesday | |  | | | | |  | | | | |
| Wednesday | |  | | | | |  | | | | |
| Thursday | |  | | | | |  | | | | |
| Friday | |  | | | | |  | | | | |

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| **Multi-Media Consent** | | | |
| As a volunteer, your image may be used in various documents, publications, productions and presentations internally and externally, in printed materials and online for marketing/promotional purposes.  The signing of your Volunteer Application Form and the terms and conditions contained therein, is also your consent for Council to take and use photographs, video or sound recordings, as it deems appropriate.  If you do not consent to your image being used by Council, please provide a letter in writing to the Chief Executive Officer outlining the reason/s.  Please note that you may seek consideration from the Chief Executive Officer to withdraw your consent at any time by providing a letter in writing to the Chief Executive Officer. | | | |
| **Applicant Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **Applicant’s Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  *Please note: If you are under 18, please ask a parent or legal guardian to sign for you.* | | | |
|  | | | |
| **Office Use Only** | | | |
| Date received |  | Appointed |  |
| Interview call |  | Notifying letter sent |  |
| Date interviewed |  | Not Appointed |  |
| Notes | | | |