

Libraries Tasmania

Volunteer Information Guide

June 2022



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This document is designed to be read online. Please consider the environment before printing.

Thank you for your interest in volunteering with Libraries Tasmania

Volunteers play an important role in supporting Libraries Tasmania to extend the programs and services we provide to the community.

We welcome volunteers from all backgrounds and with a wide range of skills, experiences and interests. We value working with our volunteers to provide a rewarding and enjoyable volunteering experience, with opportunities to learn, connect and be involved in your community.

We celebrate diversity in all its forms and embrace our differences. We believe everyone has the right to feel safe, welcome and have their life experiences valued.

This information booklet will provide you with some important information about our volunteer activities. In this package, you will find

- Information about the Registration for Working Vulnerable People (RWVP) - all volunteers and staff working with Libraries Tasmania must have this registration before they begin.
- Information about the Libraries Tasmania Volunteer Commitment
- Volunteer Position Descriptions – providing information about each role

Our libraries across Tasmania, and our State Library and Archive Service, provide a range of volunteer opportunities, wherever there is a community need for our services.

The Application Process

Libraries Tasmania has a network of volunteer coordinators around the state who manage volunteers at each library location.

If you are interested in joining our volunteer team, please complete the online Expression of Interest form [Volunteer with us](#). It is available on the Libraries Tasmania website volunteering page.

When a suitable volunteer position becomes available, your local volunteer coordinator will contact you. They will invite you to an information session or an individual appointment to talk about the roles, requirements, and what is available.

They will ask you to complete an application form with your details and when you are available.

Following this, you will be invited to an induction session, where you will learn more about volunteering at Libraries Tasmania.

Please note that an expression of interest is not a guarantee of a volunteer role. Our roles are often extremely popular and there may be waiting lists for some of our positions.

Your application will remain on file with us for twelve months.

Contact

Please contact Libraries Tasmania Volunteer Services at volunteercoordinator.libraries@education.tas.gov.au if you have any questions or would like more information..

Registration for Working with Vulnerable People (Working with Children)

By law, all employees and volunteers who work with the Department of Education (including Libraries Tasmania) are required to hold a current Registration for Working with Vulnerable People (also known as WWVP – Working with Vulnerable People registration).

You must present your registration card in person, before you begin any volunteering activities and carry this card with you when you are volunteering. The registration process may take from 2 to 6 weeks. The card is valid for five years.

How to Register

Access the registration page at <https://www.cbos.tas.gov.au/topics/licensing-and-registration/registrations/work-with-vulnerable-people>

What do you need to provide?

- the full address of every place you have lived over the last five years (including dates you lived at the addresses)
- details for each organisation you will be volunteering for including the name, address, phone number, contact person, start date and email address
- your place of birth
- details of periods you have lived outside of Australia (including dates you lived in those countries)
- details of any overseas offences
- details of any family violence orders, restraint orders, apprehended violence orders, child protection orders (taken out against you)
- drivers licence number and expiry date (if you intend to use this to prove your identity) or identification card or passport
- Email address or mobile phone number for contact details

Please answer “yes” to the question, “are you currently working or volunteering in a child related activity?”

- Type in “Department of Education including Libraries Tasmania” from the drop down organisation list.
- Record the location from the drop down list – eg. Hobart Library, Rosny Library
- If you volunteer in 2 sites you can add another site
- State the activity in the free text box (eg. Courier for Home Library)
- Choose “Volunteer” from the drop down box
- Click “Submit” to save.

Payment of Fees

Print or write down your reference number and take with you to Service Tasmania, where you will be asked to show photo identification and pay a fee, and have your photograph taken for your card.

The card lasts for five years. Volunteer fee is \$19.80.

Libraries Tasmania will reimburse your fee after you have successfully completed the formal Induction and four weeks of volunteer activities at Libraries Tasmania.

The Department of Education does not accept statutory declarations, 7 day exemptions or interstate/international registrations.

For more information, please contact Consumer, Building and Occupational Services on 1300 654 499

Volunteer Commitment

Volunteer Commitment

Welcome to Libraries Tasmania. We are very pleased that you have decided to join the Libraries Tasmania volunteer program and we welcome you to our team.

By signing this agreement we are making a commitment to each other and to the values of Libraries Tasmania.

As an organisation, we make the following commitments to you:

- We will consult with you about matters which will affect you
- We will work with you to develop and set appropriate activities which interest you and provide meaningful work to ensure your volunteering with Libraries Tasmania is a worthwhile and satisfying experience
- We will comply with the State Service Principles and Code of Conduct for Tasmanian Public Sector Employees in all our dealings with you, our volunteer
- We will provide opportunities for you to develop your knowledge and experience and will assist you to fully participate in the Libraries Tasmania community

As a volunteer, I commit to Libraries Tasmania in the following ways:

- I will support the vision and values of Libraries Tasmania
- I will comply with the State Service Principles and Code of Conduct for the Tasmanian Public Sector Employees
- I will support the Libraries Tasmania Service Commitment
- I will always remember that I represent Libraries Tasmania when I am volunteering and I will act in the organisation's best interests
- I will be open to learning new skills or gaining knowledge and experience that will help me in my volunteer work, and I have completed a formal induction
- I will ensure that my Registration for Working with Vulnerable People is kept current and keep Libraries Tasmania informed of my status.

Copyright and Intellectual Property:

I am aware that the copyright to all materials produced by volunteers as part of their voluntary services remains the property of the Crown (State of Tasmania), except by prior agreement. I can reasonably expect that my intellectual work will be acknowledged and attributed in accordance with relevant legislation.

Libraries Tasmania - Volunteer Position Descriptions



Adult Learning Mentor

Reports to	Volunteer Coordinator
Overview	<p>Tasmania set up Australia's first library in 1825 and was the first state in Australia to deliver an integrated library and archive network. Today, we deliver services from our many sites around the state, including the three islands—King, Flinders and Bruny—as well as offering a range of online services to our members.</p> <p>We provide modern library services that are accessible and inclusive. We welcome people of all ages, interests and needs, offering:</p> <ul style="list-style-type: none">• a broad collection of lending items• online information, including databases and heritage collections• research and information services• free access to the internet, computers and support in their use• flexible spaces for individual study, recreation and group activity• a variety of programs, services and events for adults, children and young people that enable personal learning, growth and community connections. <p>Through Archives Tasmania, we preserve Tasmania's documentary heritage for future generations, and serve as the continuing memory of Tasmania's government and people. We are committed to making copies of our heritage items available online, to anyone around the world.</p>

Role Responsibilities	<p>The objective of an Adult Learning Mentor is to assist Libraries Tasmania clients to become skilled, confident and independent learners. In this role, you may undertake one or all of the following tasks:</p> <ul style="list-style-type: none"> • assist clients, either one to one or in small groups to: <ul style="list-style-type: none"> – consider learning pathways and pathways to employment – undertake a study course – including managing study requirements, assignment tasks and time – develop computing skills and use digital technologies – explore suitable learning approaches and strategies • prepare learning activities that supports learner needs • encourage independent learning and helping learners access Libraries Tasmania facilities and services • facilitate community learning courses provided by Libraries Tasmania <p>Volunteers work as part of a team of staff and volunteers, and participate in activities under the direction and guidance of the local Volunteer Coordinator, Community Learning Coordinator, or other nominated staff members.</p>
Skills, Experience and Attributes	<p>Libraries Tasmania looks for volunteer Adult Learning Mentors who:</p> <ul style="list-style-type: none"> • are sensitive, patient, respectful and aware of different adult learner needs • have good communication, organisational and listening skills • can confidently and respectfully raise sensitive matters with learners and staff, and make referrals to other service providers as needed • are enthusiastic, flexible and understanding • understand the boundaries of the learner-mentor relationship • have specific work skills and experience or training related to mentoring adult learners, and/or a willingness to undertake training • education, training and/or work experience appropriate to specific content areas or fields of study • good digital literacy (or computer) skills
Libraries Tasmania Requirements	<p>Libraries Tasmania volunteers agree to:</p> <ul style="list-style-type: none"> • support Libraries Tasmania's strategic goals and values • comply with the Libraries Tasmania Volunteer Code of Conduct and Libraries Tasmania Service Commitment www.libraries.tas.gov.au/about-us/Pages/service.aspx • act in Libraries Tasmania's best interests <p>In addition, you will need a:</p> <ul style="list-style-type: none"> • current Registration for Working with Vulnerable People - https://www.cbos.tas.gov.au/topics/licensing-and-registration/registrations/work-with-vulnerable-people • completed Volunteer Commitment Agreement
Potential Benefits	<p>Our volunteers make an invaluable contribution to our programs and services and enrich the lives of many. Our volunteer base is diverse and includes people of all ages and backgrounds who bring their unique experience, enthusiasm and knowledge to the role. Many volunteers gain satisfaction by making a positive difference in their local community and learning new skills.</p>
Contact	<p>For general information regarding this role, please contact Libraries Tasmania Volunteer Services on volunteercoordinator.libraries@education.tas.gov.au</p>
Review Date	<p>December 2018 (updated November 2020)</p>



Adult Literacy Tutor

Reports to	Volunteer Coordinator / Adult Literacy Coordinator
Overview	<p>Tasmania set up Australia's first library in 1825 and was the first state in Australia to deliver an integrated library and archive network. Today, we deliver services from our many sites around the state, including the three islands—King, Flinders and Bruny—as well as offering a range of online services to our members.</p> <p>We provide modern library services that are accessible and inclusive. We welcome people of all ages, interests and needs, offering:</p> <ul style="list-style-type: none"> • a broad collection of lending items • online information, including databases and heritage collections • research and information services • free access to the internet, computers and support in their use • flexible spaces for individual study, recreation and group activity • a variety of programs, services and events for adults, children and young people that enable personal learning, growth and community connections. <p>Through Archives Tasmania, we preserve Tasmania's documentary heritage for future generations, and serve as the continuing memory of Tasmania's government and people. We are committed to making copies of our heritage items available online, to anyone around the world.</p>
Role Responsibilities	<p>Libraries Tasmania Adult Literacy Volunteer Tutors contribute to the statewide 26TEN strategy to raise adult literacy and numeracy levels in Tasmania. This includes providing literacy and numeracy support that meets individual needs or groups, using strategies as agreed with the Literacy Coordinator or other supervisor.</p> <p>This may include but is not limited to:</p> <ul style="list-style-type: none"> • preparing learning activities that supports literacy skills development and learner needs • meeting regularly with learners and reporting on their progress • encouraging independent learning and helping learners access Libraries Tasmania facilities and services • helping learners use literacy software where appropriate <p>Volunteers are part of a team of staff and volunteers, and participate in activities under the direction and guidance of the local Volunteer Coordinator, Adult Literacy Coordinator or other nominated staff members.</p>

Skills, Experience and Attributes	<p>Libraries Tasmania looks for Adult Literacy Volunteer Tutors who:</p> <ul style="list-style-type: none"> • have good communication, organisational and listening skills • are willing to gain or develop digital skills as needed • are sensitive, patient, understanding and respectful of learner needs • are flexible, enthusiastic and willing to embrace change • understand the boundaries of the learner-tutor relationship
Libraries Tasmania Requirements	<p>Libraries Tasmania volunteers agree to:</p> <ul style="list-style-type: none"> • support Libraries Tasmania's strategic goals and values • comply with the Libraries Tasmania Volunteer Code of Conduct and Libraries Tasmania Service Commitment www.libraries.tas.gov.au/about-us/Pages/service.aspx • act in Libraries Tasmania's best interests <p>In addition, you will need a:</p> <ul style="list-style-type: none"> • current Registration for Working with Vulnerable People - https://www.cbos.tas.gov.au/topics/licensing-and-registration/registrations/work-with-vulnerable-people • completed Volunteer Commitment Agreement
Potential Benefits	<p>Our volunteers make an invaluable contribution to our programs and services and enrich the lives of many. Our volunteer base is diverse and includes people of all ages and backgrounds who bring their unique experience, enthusiasm and knowledge to the role. Many volunteers gain satisfaction by making a positive difference in their local community and learning new skills.</p>
Contact	<p>For general information regarding this role, please contact Libraries Tasmania Volunteer Services on volunteercoordinator.libraries@education.tas.gov.au</p>
Review Date	<p>December 2018 (updated November 2020)</p>



Home Library Service Courier

Reports to:	Volunteer Coordinator
Overview:	<p>Tasmania set up Australia's first library in 1825 and was the first state in Australia to deliver an integrated library and archive network. Today, we deliver services from our many sites around the state, including the three islands—King, Flinders and Bruny—as well as offering a range of online services to our members.</p> <p>We provide modern library services that are accessible and inclusive. We welcome people of all ages, interests and needs, offering:</p> <ul style="list-style-type: none"> • a broad collection of lending items • online information, including databases and heritage collections • research and information services • free access to the internet, computers and support in their use • flexible spaces for individual study, recreation and group activity • a variety of programs, services and events for adults, children and young people that enable personal learning, growth and community connections. <p>Through the Tasmanian Archives, we preserve Tasmania's documentary heritage for future generations, and serve as the continuing memory of Tasmania's government and people. We are committed to making copies of our heritage items available online, to anyone around the world.</p> <p>Our programs offer a volunteer-friendly environment where volunteers work alongside paid staff to support and extend our services, programs and collections.</p>
Role Responsibilities	<p>Libraries Tasmania provides a home library service for community members who are unable to attend the library to select their own items.</p> <p>Home Library Service Couriers support this service by delivering items to clients at their residence, and returning bags of items to the library.</p> <p>Volunteers work as part of a team of staff and volunteers, and participate in activities under the direction and guidance of the local Volunteer Coordinator, or other nominated staff members.</p>
Skills, experience and attributes	<p>Libraries Tasmania looks for volunteer couriers who:</p> <ul style="list-style-type: none"> • are professional in their interactions with library staff and clients • are willing to devote a set amount of time and work to a schedule • have good communication and listening skills • are patient, sensitive, flexible and enthusiastic, and enjoy social interaction

Libraries Tasmania Requirements	<p>Libraries Tasmania volunteers agree to:</p> <ul style="list-style-type: none"> • support Libraries Tasmania's strategic goals and values • comply with the Libraries Tasmania Volunteer Code of Conduct and Libraries Tasmania Service Commitment www.libraries.tas.gov.au/about-us/Pages/service.aspx • act in Libraries Tasmania's best interests <p>In addition, you will need a:</p> <ul style="list-style-type: none"> • current Registration for Working with Vulnerable People - https://www.cbos.tas.gov.au/topics/licensing-and-registration/registrations/work-with-vulnerable-people • completed Volunteer Commitment Agreement <p>Please note: any activities outside the delivery and collection of library items, are not a part of the volunteer courier role, and will be at the discretion of the courier and the client through their own private arrangements.</p>
Contact	<p>For general information regarding this role, please contact Libraries Tasmania Volunteer Services on volunteercoordinator.libraries@education.tas.gov.au</p>
Review Date	<p>December 2018 (updated November 2020)</p>



Program and Services Support

Reports to	Local Volunteer Coordinator
Overview	<p>Libraries Tasmania connects Tasmanians to learning and information, their history and their communities.</p> <p>We also connect people from around the world to Tasmanian resources.</p> <p>Our programs offer a volunteer-friendly environment where volunteers work alongside paid staff to support and extend our services, programs and collections.</p>
Role Responsibilities	<p>Program and Services Support volunteers are involved in various activities that enhance Libraries Tasmania's programs and services. This may include, but is not limited to:</p> <ul style="list-style-type: none"> • information technology (IT) related programs and services • client assistance, e.g. guiding customers with IT or researching family history • children's activities, e.g. supporting Rock & Rhyme and Storytime • administration and organisation • displays and events <p>Volunteers are a part of a team of staff and volunteers, and participate in activities under the direction and guidance of the local Volunteer Coordinator, or other nominated staff members.</p>
Skills, Experience and Attributes	<p>Libraries Tasmania looks for Program and Services Support volunteers who:</p> <ul style="list-style-type: none"> • have good communication, organisational and listening skills • are flexible, enthusiastic and open to change • are able to work independently • are reliable, use good judgement and seek to improve their skills • are willing to gain or develop their digital skills to perform some tasks.
Libraries Tasmania Requirements	<p>Libraries Tasmania volunteers must:</p> <ul style="list-style-type: none"> • support Libraries Tasmania's strategic goals and values • comply with the Tasmanian State Service Code of Conduct (State Service Act 2000) and Libraries Tasmania Service Commitment www.libraries.tas.gov.au/about-us/Pages/service.aspx • act in Libraries Tasmania's best interests <p>In addition, you will need a:</p> <ul style="list-style-type: none"> • current Registration for Working with Vulnerable People - https://www.cbos.tas.gov.au/topics/licensing-and-registration/registrations/work-with-

	vulnerable-people <ul style="list-style-type: none"> • completed Volunteer Commitment Agreement
Potential Benefits	Our volunteers make an invaluable contribution to our programs and services and enrich the lives of many. Our volunteer base is diverse and includes people of all ages and backgrounds who bring their unique experience, enthusiasm and knowledge to the role. Many volunteers gain satisfaction by making a positive difference in their local community and learning new skills.
Contact	For general information regarding this role, please contact Libraries Tasmania Volunteer Services on volunteercoordinator.libraries@education.tas.gov.au



State Library and Archive Service Support

Reports to	Local Volunteer Coordinator
Overview	<p>Libraries Tasmania connects Tasmanians to learning and information, their history and their communities.</p> <p>We also connect people from around the world to Tasmanian resources.</p> <p>Our programs offer a volunteer-friendly environment where volunteers work alongside paid staff to support and extend our services, programs and collections.</p>
Role Responsibilities	<p>Volunteers are involved in activities that enhance and support the work of the State Library and Archive Service including:</p> <ul style="list-style-type: none"> • collection work, e.g: <ul style="list-style-type: none"> – data entry of information from historical records – sorting ephemera – basic preservation activities – assisting with Allport Library and Museum of Fine Arts projects • customer service, e.g. <ul style="list-style-type: none"> – providing assistance to clients with computers and tasks – assisting family historians in public access facilities. <p>Volunteers are a part of a team of staff and volunteers, and participate in activities under the direction and guidance of the local Volunteer Coordinator, or other nominated staff members.</p>
Skills, Experience and Attributes	<p>Libraries Tasmania looks for State Library and Archive volunteers who:</p> <ul style="list-style-type: none"> • have good communication, organisational and listening skills • are sensitive, patient and respectful of clients' needs • have basic computer skills including understanding of spreadsheets and online forms • can read 19th century handwriting • demonstrate care when handling fragile records • have an interest in or knowledge of Tasmanian history, family history or art
Libraries Tasmania Requirements	<p>Libraries Tasmania volunteers must:</p> <ul style="list-style-type: none"> • support Libraries Tasmania's strategic goals and values • comply with the Tasmanian State Service Code of Conduct (State Service Act 2000) and Libraries Tasmania Service Commitment www.libraries.tas.gov.au/about-us/Pages/service.aspx • act in Libraries Tasmania's best interests <p>In addition, you will need a:</p> <ul style="list-style-type: none"> • current Registration for Working with Vulnerable People - https://www.cbos.tas.gov.au/topics/licensing-and-registration/registrations/work-with-vulnerable-people • completed Volunteer Commitment Agreement

Potential Benefits	Our volunteers make an invaluable contribution to our programs and services and enrich the lives of many. Our volunteer base is diverse and includes people of all ages and backgrounds who bring their unique experience, enthusiasm and knowledge to the role. Many volunteers gain satisfaction by making a positive difference in their local community and learning new skills.
Contact	For general information regarding this role, please contact Libraries Tasmania Volunteer Services on volunteercoordinator.libraries@education.tas.gov.au

Volunteer Online with Digivol

Help us index our beautiful collections, so everyone can access them.

Check out our range of online projects through [Digivol](#). We invite you to transcribe and index information from our unique Tasmanian collections. We can then make this information available for global use through our [Tasmanian Names Index](#).

How do you get started?

- Register an account with [Digivol](#).
- Search "Libraries Tasmania" in the search bar
- Click on our current project. There are tutorials to help with each project.
- Have fun!

You can do as much or as little as you like and at a time and place that suits you.

You don't need to register as a volunteer with us nor need to register for Working with Vulnerable People.

