

Appendix E

Volunteer management checklist

Members of the community who are working with the library on community engagement projects need to be well managed in order for their involvement to be effective.

Staff in libraries had many questions about what should be included in a volunteer programme. This basic checklist is designed to give you some ideas. See Appendix D, 'Further reading', for more information about publications that might be of interest.

- Staff are aware of, and understand the authority's volunteer/ community engagement policies
- Volunteers are included in other relevant policies (eg health and safety)
- Staff understand the reasons for involving the community
- Strategic plans refer to the objectives of the activities undertaken by the community
- Activities are fully risk assessed and are discussed with volunteers during or before their induction
- Expenses are paid
- Opportunities are available to suit all levels of ability
- Role descriptions are produced
- Recruitment matches skills/ interests of individual
- The recruitment plan identifies how different groups will be targeted
- Selection of participants is standardised and is based upon the skills needed to complete the task
- Applicants who are unsuccessful are offered alternative tasks and given reasons for decisions made
- References and CRB disclosures are taken up when relevant and do not act as a barrier to involvement
- Volunteer agreements are in place setting out expectations of both parties
- Volunteers are provided with an induction to their role and the organisation
- Volunteers are allocated a supervisor with the skills and training to fulfil this role
- On going training is provided
- Staff receive training in working with volunteers
- Volunteer management is included in staff job descriptions
- Members of staff with responsibility for community involvement and volunteering are clearly identified
- There are forums in which to discuss volunteer issues
- Volunteers are thanked, both formally and informally
- Volunteers are included in the organisation
- Feedback is sought from volunteers
- Standards are maintained ('volunteer' does not mean 'unprofessional')
- Those ending their involvement are offered an exit interview

This checklist has been produced by CSV Consulting