



## **Becoming a Home Library Service Volunteer – Frequently Asked Questions**

### **How do I become a Home Library Service volunteer?**

You will need fill in a Volunteer application form located on the GRLC website then send the completed form to the Home Library Services Coordinator via the email listed on the website or alternatively hand in to any GRLC Library addressed to the Home Library Services Coordinator. If your application meets our criteria the Coordinator will then contact you and invite you to attend an interview. If your application is successful you will need to satisfactorily complete the recruitment and induction process. Given the nature of this work, you will be required to provide a copy of your current Victorian driver's licence, a current Working with Children Check, a Police Check and proof of COVID-19 vaccination.

### **As a Home Library Service volunteer, what am I required to do?**

Each volunteer delivers to the same people each month. Once you have completed the recruitment and induction process, you will be assigned to your HLS Library clients and provided with their reader profiles. You will need to come to the library to select items based on your clients' reader profiles in time for an agreed delivery/collection date, deliver them to your clients and return the collected items to the library.

### **How many clients will I be allocated?**

This depends on where they reside - 2 if they are living independently, 3-4 if they are living in an Aged Care Facility or a combination of both.

### **How much time should I spend with the Home Library Service client?**

This is up to you. Clearly one of the benefits of this service is the opportunity it offers for social contact for people who may be socially isolated. One of the aims of the program is to help build a friendly, personalized service. You will need to use your own judgment and remember at all times that you are representing the Geelong Regional Library Corporation.

### **Do I need to select the items for the Home Library Service Customer?**

Yes and no. Some HLS clients request their own books online or alternatively ask the volunteer to place holds on their behalf. In this instance, the volunteer's main role is to collect items from the holds shelf at the nominated branch and deliver to the client. Other clients create a reader profile which the volunteer will use to select items on the client's behalf. Through the induction process volunteers will be shown how to use the library catalogue and given training to understand general

library layout. Having a prior knowledge of reading and being familiar with public libraries will be advantageous in this role.

**Will I be reimbursed for expenses incurred in the course of my volunteer duties with the Home Library Service?**

There will be no reimbursement for costs incurred in the course of volunteer work with GRLC.

**What if I have an accident or incur an injury in the course of my volunteer duties?**

If you have an accident or incur an injury please report to the Home Library Services Coordinator who will complete an Incident Report.

**If I decide that I no longer wish to be a volunteer with this program, what action do I need to take?**

It is preferred that any volunteer makes a commitment of at least 12 months to ensure continuity of service to our home library service borrowers. A three month trial applies when a volunteer commences, to enable review of progress by both the library service and volunteer. The requirement for the volunteer role will be reviewed by the library on an annual basis. A volunteer can cease their role by giving one week's notice. The library can also cease the volunteer role by giving one week's notice.

**What if the client asks me to help with other tasks?**

It is advised that volunteers do not become involved in helping with other tasks. The role of a Home Library Service Volunteer is to deliver and return items from HLS clients only. Engaging in any other activities or duties is stepping outside the role as a GRLC Volunteer.

**How much travel is involved delivering items to clients?**

The coordinator will match each volunteer with HLS clients in their area to minimise travel time.