

Surrey Libraries Volunteers

Caring for our volunteers

Each volunteer receives an Essential Training booklet as part of induction, which they have to read and sign to acknowledge they have understood. This contains information regarding keeping them safe- for example: general health and safety guidelines, fire safety, moving and handling, and safeguarding. As part of their induction in a library, volunteers are shown the fire exits and procedures, and the location of the First Aid box.

Each volunteer is asked to sign into the library at the start of their volunteering shift, for fire safety purposes and to ensure all staff are aware they are in the building.

Our Library Service Volunteer agreement contains the promise that we will provide a safe workplace and insure them against injury. This is the same workplace that staff work within. All volunteers are covered by SCC PLi when they are in the library building performing their volunteering role.

All volunteers have a member of staff to whom they can speak should they have any concerns

We collect emergency contact information prior to people starting their volunteering with us. This is updated via a 'census' every three years. This information is held in secure locations in branch and centrally within Community Led Services.

Our Library Direct volunteers receive specific safeguarding training.

With regards to driver safety, only our Library Direct volunteers use cars -to deliver books. (They do not transport people on our behalf). We currently operate on a self-declaration basis with regards to driving licence and insurance documentation; we are aware of the need to formalise the checks procedure and aim to bring it into line with the staff policy of visual and regular driving licence and insurance checks (but have not yet implemented this yet.)