



## Connected Libraries - Home Library Service Volunteer Role Description

**ROLE: HOME LIBRARY SERVICE VOLUNTEER**

**CLASSIFICATION: VOLUNTEER**

### Connected Libraries

Connected Libraries (CL) is a large Not for Profit public library service in Southeast Victoria providing services to community in the City of Casey. We are funded by Casey Council and the State Government. We support a rapidly growing and diverse community.

Our libraries are located at Cranbourne, Doveton, Endeavour Hills, Hampton Park, Bunjil Place - Narre Warren, and a Library Lounge at Cranbourne West Community Hub. We have Library Lockers available at Cranbourne West, Manna Gum Family and Community Centre and Orana Community Place.

### Our Vision

Inspiring spaces where everyone is free to discover possibilities.

### Our Values and Guiding Behaviours

#### Connection

- We create spaces where people feel that they belong
- We find ways to share our common humanity, interests and passions
- We strive to be fully present and intentional in our interactions with others

#### Creativity

- We love learning and trying new things
- We challenge the status quo if we believe a better way is possible
- We support different ideas and allow others to give things a go

#### Enrichment

- We look for ways to empower others to learn and participate
- We strive to provide experiences that enhance the quality of a person's day and life
- We provide opportunities for people to explore what is possible

### Our Approach

- We put people first
- Pay it forward
- Follow up and reciprocate good deeds
- Help each other grow
- Share our stories and learn from each other
- Share ideas freely
- Quick little steps
- Give new things a go
- Momentum not perfection

#### Humour

- Humour helps us to connect with each other
- We like to laugh, bringing smiles to other people
- We use humour to break down barriers and create a positive experience for everyone

#### Kindness

- We are mindful of peoples feelings
- We are kind and compassionate and look for the best in others
- We are accountable for our own behaviour and appreciate the differences in others

#### Teamwork

- When we all contribute we excel
- We play to each others strengths
- We can achieve our goals together

- Encourage each other to take calculated risks
- Build confidence and resilience by working to our strengths
- Encourage authentic and courageous conversations
- Embrace the opportunity to learn when, things don't go as planned
- Acknowledge our partners
- Celebrate success



## **Program overview**

- Connected Libraries Home Library Service provides a free library delivery service for eligible residents of the City of Casey
- Connected Libraries engages volunteers to visit eligible Home Library Service recipients to deliver a selection of library materials, chosen to suit the recipient's interests

## **Objectives**

- Volunteers are responsible for the selection and timely delivery of library items for our Home Library Service recipients within the City of Casey who are unable to access our library branches due to illness, disability, frailness or full-time carers.
- Volunteers select library items for their assigned Home Library Service recipient from their chosen library branch and make deliveries on a mutually agreed day.
- Volunteers are required to commit to providing a friendly, helpful and quality service on which recipients and Connected Libraries can rely.

## **Commitment**

- Volunteers are asked to be available for approximately one and a half hours each month. This varies between volunteers as each member and volunteer have individual arrangements.

## **Key Responsibilities and Duties**

- Gain an understanding of the reading interests of your assigned Home Library Service recipient
- Volunteers are required to keep library staff informed of any matter that may affect the provision of service to home library service recipients or other issues of concern.
- Borrow and return library items, utilising knowledge of resources available from the library and library staff
- Manual handling of library items, including carrying books
- Establish warm and friendly relationship with Home Library Service recipients, ensuring all confidentiality and privacy legislation requirements and professional boundaries are adhered to
- Abide by Connected Libraries code of Conduct
- Follow up on reservations and subject requests from the recipient
- Record time spent on Home Library Service with library staff

## **Selection Criteria**

- Current library membership, keen reader, good book knowledge
- Good communication skills, particularly for those with special needs
- Ability to relate well with older and/or disabled people
- Awareness of services offered by Connected Libraries
- Smart phone with access to upload apps.
- Ability to use library resources and systems
- Knowledge of language other than English an advantage
- Maintain client and organisation confidentiality
- A minimum commitment of 6 months minimum is preferred
- Current Driver's license and vehicle with full comprehensive car insurance
- Satisfactory police check – paid for by Connected Libraries
- Current volunteer Working with Children Check – at no cost
- Computer access with email address
- Immunisation history if volunteering includes visiting aged care facilities.

## **Occupational Health and Safety Requirements**

- All volunteers are responsible for their own health and safety while performing their tasks
- All volunteers must undertake their work in a safe manner
- Any injuries or accidents need to be reported immediately to a representative of the Connected Libraries. Documentation is also required to be completed



## Inherent Physical Requirements

- Manual handling of library items
- Bending and stretching, including knee bending.
- Prolonged periods of sitting / standing
- Long / short distance travel
- Getting in and out of a vehicle.

All volunteers must follow Health and Safety regulations and Connected Libraries Health and Safety Manual Handling Policy when performing their duties.

Requirements	Frequency		
Movement	Possible	Occasionally	Regularly
Ability to sit or stand for extended periods			✓
Change Posture (e.g. move from sitting to standing)			✓
Use stairs	✓		
Bend or Twist the Back		✓	
Movement of Neck		✓	
Kneeling or Squatting	✓		
Repetitive Movements of the Hands/Arms		✓	
Keyboard/Mouse use for extended periods	✓		
Strength	Possible	Occasionally	Regularly
Lift from Floor Height: 2kg to 11kg	✓		
Lift from Waist Height: 2kg to 11kg		✓	
Lift above Shoulder Height: 1kg to 2kg	✓		
Carry Loads: 2kg to 11kg			✓
Push/Pull loads: 2kg to 11kg	✓		
Lift/Carry Awkward Size Loads	✓		
Reach for Objects		✓	
Work with Arms above Shoulder Height	✓		
Vision	Possible	Occasionally	Regularly
PC Monitor Use		✓	
Reading			✓
Auditory	Possible	Occasionally	Regularly
Speaking			✓
Listening			✓
Use of Telephones / Headsets		✓	
Equipment	Possible	Occasionally	Regularly
Drive Personal Vehicle			✓

Note: This template does not represent an exhaustive account of all role factors however it forms a basis to guide volunteers and medical professionals as to the activities for which a personal capability must be sustained.



**Staff Member:**

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**Signature:**

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**Date:**

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**Authorised:** Janine Galvin (General Manager, Organisational Development)

**Date:** July 2025