



## **Team London Library Project: Working with Young Volunteers**

**May 23<sup>rd</sup> 2012**

**Trainer: Sue Jones**

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# Today's seminar

## Volunteering overview

- Benefits of volunteering for libraries, volunteers and participants
- Overcoming barriers for young people
- Current policy context

## Practical planning

- Developing a volunteer policy and tools
- Recruiting and supporting young people
- Gathering evidence and recording progress
- Celebrating achievement

# Learning Outcomes

1. Increased confidence in working with young people as volunteers
2. Understanding of the national and local agendas around volunteering
3. Knowing what roles you want to develop to support your library activities
4. Understanding the key elements of a volunteer policy
5. Awareness of key methods for recording progress and celebrating achievement

# Core Values of working with young people

- Policy Context (Positive for Youth)
- Where do our perceptions of young people come from?
- Working positively with young people

# Creating a young person –friendly environment

- What are the barriers young people face in getting access to the library?
- Are there different barriers for different groups of young people?

Small group discussion: identify the barriers and discuss how to turn the barriers into enablers. How will volunteering influence change?

# **Experiences of volunteering**

## **When have you volunteered or worked with volunteers?**

What was good about it?

What wasn't so good?

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# Why develop youth volunteering?

What are the benefits for:

- libraries
- young people
- partner organisations

# Results 2011

Elle Cross and Chloe Price, SRC Champions at Woodrow Library, Worcestershire, gave up a total of 148 hours of their time to volunteer for Circus Stars, the 2011 Summer Reading Challenge.







- Story Lab Assistant
  - Helping children during the Challenge
- Story Lab Reporters
  - Blogging and recording
- Team Leaders
  - Planning and supporting

# Activities: Book Sharing



- Ideas for helping volunteers to talk to children about their books
- In-library activities
- Ideas from young people – the competition 2011

# Tips from the 2011 competition

“At Huddersfield we set up a summer book review competition. The children can either write a book review or draw a picture of a book they have read. They place their entries in to a shiny red box.

At the end of the holiday 3 from different age categories will be picked out and will win a prize. All entries will be kept in a book review book that will be kept in the library.”

Rob Thewlis



# Why have a volunteer policy?

## **Having a volunteer policy:**

- Is a clear statement that you care about volunteers
- ensures everyone understands the rationale
- makes it easier to recruit and retain volunteers
- ensures good quality
- enables you to evidence good practice
- supports you in complying with legal requirements
- sets out expectations for all
- Helps with evaluation

# What's in a volunteer policy?

- written statement of service values and the role that volunteers play in delivering them
- health and safety requirements
- an explanation of expectations
- roles that volunteers play and the protection and benefits they are entitled to
- guidelines for recruitment and selection
- information about induction, training and supervision
- guidelines for recognition and reward
- a code of practice

# Creating a SRC volunteer policy

What do you need to put in place to make it achievable?

- Think of your SRC volunteering ambitions
- Make a timeline
- What needs to be in place in terms of policy and procedures, and actions in order for you to be successful?

March 2012

October 2012





# Recruitment and marketing



*“This isn’t mentioned in the strategy, but a really important reason for getting involved is friendship.”*

Young volunteer,  
HeadSpace Haslingden

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# Selecting young volunteers

- Do you need to use application forms?
- How will you interview young people?
- Will you need parental permission?
- What if applicants aren't suitable?



# Keeping everyone safe

Follow your local authority guidelines:

- Health and Safety policy
- Risk assessment
- Training and induction
- Child protection
- CRB checking

# Induction

- Do it quickly!
- Make it fun
- Train young people together
- Prepare a volunteer agreement

# How can you support young volunteers?

Discussion – ideas for:

- Group/ peer support for volunteers?
- Staff support for volunteers?
- Service support for volunteers (including when local relationships break down)?

# Rewards and recognition

## Accreditation awards:

- V50
- Duke of Edinburgh
- Youth Achievement Award
- Getting Connected
- ASDAN Activities Award
- Arts Award

Recognition and celebration?

# Evaluation

We need to evaluate:

- Ethnicity, gender and age breakdown
- How many hours they do
- Evidence of young people's experience
- Accreditation gained
- Further volunteering/job opportunities
- Numbers of young people volunteering
- Volunteer roles created

# Evaluation methods

- *For volunteers:*
  - *Registration form*
  - *Pre and Post-volunteering survey*
- *For libraries:*
  - *Evaluation form*
  - *Evidence of engagement e.g. photos, blogs, social media content.*



# Sustaining volunteering

- Stock selector
- Reading group co-ordinator (Chatterbooks)
- Homework club helper
- Library promoter
- Evaluator
- Trainer
- Marketing assistant
- Web co-ordinator
- Events coordinator/assistant
- Group leader



Michelle, a volunteer from Gloucestershire





Young volunteer, Gateshead library