



City of Westminster

Volunteers

Westminster Libraries Experience

- **Beginnings:**

- Quick wins – self contained, added-value projects, e.g.
 - Homework Club Volunteers
 - Summer Reading Mentors
 - Learning Support Volunteers
- Co-ordinators at branch library level
 - positive attitude more important than grade
 - As personal development opportunity
- Programme of staff training – for all staff
 - use your local volunteer centre



- **Documents**
 - Policy
 - Essential to have; clear ethos and emphasis on mutual benefit
 - On its own, will not make anything happen
 - Practical Documents
 - Expression of interest - for volunteers to complete
 - List of Roles available – for volunteer and staff
 - Brief outline of principal roles – for volunteers and staff
 - Code of good practice, e.g. for learner support volunteers
 - Quick volunteer procedure - for staff to follow
 - Volunteer Induction Checklist – for staff to follow



- **Ingredients for success**
 - Time
 - Ownership by staff
 - Local leads, rather than one central co-ordinator
 - Communication
 - Staff Training
 - Some small budget – for volunteer expenses and reward
 - Volunteer ‘stories’ and feedback

