

# **A strategic approach to working with volunteers whilst maintaining quality in service provision**

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# Vision

- ◆ Libraries as community hubs
- ◆ Much greater community participation in the management and running of library services through volunteering and acting on Friends Groups / Advisory Boards

# Strategic approach

- ◆ Broad definition of volunteering / community engagement
- ◆ Involving volunteers in every aspect of service
- ◆ Best practice approach
- ◆ Seeking more support from communities with greater capacity
- ◆ Working towards a higher level of community participation and control
- ◆ Linking to learning and skills

# Strategic objectives

- ◆ Aims for next 2 years:
  - ◆ A Friends Group for every library
  - ◆ More Community Management Boards
  - ◆ Increase volunteers to >1000
  - ◆ Community supported libraries
  - ◆ Development of community hub concept
  - ◆ Development of accreditation framework for volunteers and community run libraries

# Spectrum of volunteer engagement in library services



# A brief history of working with volunteers.....



**Librarians   Library Assistants   Staff & Volunteers   Volunteers**

# Working with volunteers – to *improve quality*

- ◆ Added knowledge
- ◆ New skills
- ◆ Local contacts
- ◆ Extra capacity
- ◆ More diversity
- ◆ 1:1 matching between volunteer and user need

# Quality framework

- ◆ Volunteer management toolkit
- ◆ Standard documentation
- ◆ Key accountabilities in all new JDs
- ◆ Accreditation framework for volunteers
- ◆ Investing In Volunteers quality standard
- ◆ SLA with communities



# 8 Steps to Quality

- ◆ Motivation
- ◆ Matching
- ◆ Mainstreaming
- ◆ Clarity
- ◆ Contract
- ◆ Communication
- ◆ Recognition
- ◆ Rewards

# Projects

- ◆ Ramsey Community Hub pilot
- ◆ Accreditation of volunteers, linked to qualifications, and of community run libraries
- ◆ New model for community supported libraries

# Resources

- ◆ [linda.martin@cambridgeshire.gov.uk](mailto:linda.martin@cambridgeshire.gov.uk)
- ◆ [christine.may@cambridgeshire.gov.uk](mailto:christine.may@cambridgeshire.gov.uk)
- ◆ [www.csv.org.uk](http://www.csv.org.uk)
- ◆ <http://iiv.investinginvolunteers.org.uk>
- ◆ McCurley & Lynch: *Essential Volunteer Management*