Torbay Libraries main purpose is to deliver a service where everyone may exercise their right to have access to reading and books, information and knowledge and opportunities for learning and education. More than ever before the use of library services is changing. Our vision is to develop our library service so that is fit to serve, and be responsive to, the needs of Torbay in the 21st century.

The intention of this agreement is to assure you that we appreciate your volunteering with us and to indicate our commitment to do the best we can to make your volunteering experience with us a positive and rewarding one.

Referees

We require volunteers to provide two referees. We may require a DBS Application (a police check previously known as a CAB check).

**Torbay Libraries commit to the following:**

1. Induction and Training

To provide thorough induction on the work of Torbay Libraries, your volunteering role and any training necessary to assist you in meeting the responsibilities of your volunteering role;

To allow an adequate trial period commensurate with the amount of time agreed for your volunteer role e.g.1 day per week = 1 volunteering month trial; 1day per month volunteering = 4 month trial;

A review after 3 months.

2. Support and Supervision

To define appropriate standard of our services and to encourage and support you to achieve and maintain them as part of your voluntary work;

To provide support and encouragement from a named supervisor to help you reach desired goals, who will be a point of contact for help and advice and who will meet with you regularly to discuss your volunteering and any associated problems or concerns;

To support you if you would like to change arrangements for your volunteering or move to a different role;

You may have ideas that would improve the performance of your duties or of ways in which Torbay Council can meet their objectives as an organisation. Your supervisor will be happy to discuss these with you;

To be receptive to any comments and feedback from all our volunteers;

To value and recognise our volunteers as a significant resource in achieving the goals of our organisation.

3. Expenses

Torbay Council does not wish you to be out of pocket through volunteering. Therefore, Torbay libraries will reimburse travel expenses incurred by you in carrying out your volunteering role; reimbursement will be in line with Torbay Council's payments procedure as detailed in your induction. Where possible, expenses must be authorised in advance and claims must be supported by a receipt.

4. Health and Safety

Whilst fulfilling your volunteering work for Torbay Libraries you will be covered by

Torbay Council's Public Liability insurance;

You will also be covered for injury insurance for injuries incurred while fulfilling your authorised volunteer work;

A copy of Health and Safety and Equal Opportunity policies will have been given to you during your induction. Please familiarise yourself with them.

5. Confidentiality

In the course of your volunteering you may come across confidential information about the organisation, its staff and its clients. You must respect this confidentiality and not use the information for your own benefit or disclose the information, except where required or permitted to do so by law.

6. Problems

To endeavour to resolve problems, grievances or disputes in a fair and just manner.

7. Termination

Either you or Torbay Council can terminate this agreement at any time.

**Our volunteers commit to the following:**

1. To provide referees as agreed who will be contacted and agree to a DBS check

(police check) being carried out where necessary;

2. To perform their volunteering role to the best of their ability;

3. To adhere to Torbay Council's rules, procedures and standards including Health and Safety and Equal Opportunities policies in relation to staff, volunteers and clients;

4. To maintain the confidential information of Torbay Council and of its clients.

5. To meet time commitments other than in exceptional circumstances, and provide reasonable notice so that alternative arrangements can be made.

6. To discuss any problems, complaints or concerns with my supervisor.

This agreement is binding in honour only. It is not intended by either party to be a legally binding agreement nor is it intended to create an employment relationship between us.

Signed.................................................................. Date...........................

**(Volunteer)**

Signed.................................................................. Date...........................

**(on behalf of Torbay Council)**