

# Home Library Service Policy

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Volunteers:

**Supporting** West Gippsland Libraries to achieve.

**Enhancing** Capacity for our community

**Partnering** With our skilled staff team

**Promoting and sharing** Our Values



West Gippsland  
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# Home Library Service Policy

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## 1. Title

Home Library Service Policy

## 2. Policy Statement

This policy introduces and directs our work in supporting our community with home delivery of high quality and relevant library materials, products, and services. It is also a key component within our culture of fully engaging and supporting volunteering within our communities.

This policy is informed by the following:

- Guidelines for Australian Home Library Services – ALIA (Australian Library & Information Association)
- West Gippsland Library Volunteer Policy & Procedure toolkit. This toolkit in turn promotes best practice in screening and recruitment, recognition and retention of volunteers and supports the National Standards of Volunteering.

## 3. West Gippsland Libraries Vision, Mission & Values

- Our Vision:** Our vision is for connected, inclusive and resilient communities that are supported to grow and thrive.
- Our Mission:** Supporting our communities is our mission. We help people:
  - Connect** – We are responsive and bring people together.
  - Belong** – We are inclusive and work with you.
  - Learn** – Our free resources allow minds to explore and create.
- Our Values:**
  - Relationships** – We build relationships with our stakeholders, communities, and each other.
  - Excellence** – We will deliver excellence in everything we do.
  - Bravery** – We anticipate and bravely adapt with the changing needs of our communities.

## 4. Our Child Safety Commitment

West Gippsland Libraries is committed to the safety and wellbeing of all children and young people.

## 5. Scope / Overview

This policy applies to all Corporation employees and volunteers. There may also be future scope and opportunity to provide these services in collaboration with our Member Council existing volunteer networks, as well as WGL volunteers. Home Library Services can augment existing Home Visiting services such as food delivery and other supports and links should be maintained with Council, community and other social services which may support home-bound community members.

## 6. Policy Introduction:

‘...ALIA supports social inclusion and asserts that all Australians should therefore have access to the resources and services of a public library, regardless of their circumstances. Home Library Service users have the same rights as other library users and should receive an equal standard of service. The home library service should be a mainstream, integral, part of a public library service, with priority equal to other services of the library....’ *ALIA Guidelines for Australian Home Library Services p. 1*

West Gippsland Libraries Team and Board members are committed to the provision of equitable and responsive services to all our community.



## 7. Eligibility

WGL Home Library Service exists to provide service to people or groups who are unable to access libraries in person. The reasons can include (but are not limited to) disability, illness or mobility and access issues. Services can be temporary or ongoing. Services can be provided to people who live in residential environments such as aged care, hostels, supported accommodation, hospitals, or prisons. Full-time carers may also benefit from the provision of Home Library Services.

A flexible view about eligibility should be maintained, as there may be demonstrated needs which fall outside the conditions described in this policy. Eligibility may need to be re-assessed, from time-to-time, depending on the availability of volunteers and the support needs of the recipient/s.

There may also be community groups who would benefit from an institutional membership and bulk loan approach.

## 8. Initial engagement with recipients and building a relationship.

- i. An initial interview with potential recipient/s should determine eligibility and ensure that all options are considered. We aim to meet our community needs for recreation, information, education, and entertainment. We think broadly about meeting these needs regarding digital literacy and the format of our products. There may be occasions where a volunteer may need to refer a request for specific information or products to a Librarian.
- ii. We are mindful of the need for vigilance in a Covid-19 environment. Our volunteers and team members are trained and adhere to Covid-19 recommendations regarding hygiene, non-attendance, physical distancing, and current State Government restriction levels.
- iii. An interview can be conducted by a Librarian, co-ordinator, or a trained volunteer. In some cases, it may be appropriate for both a trained Librarian and a volunteer to attend the initial interview / assessment. For personal security reasons, it is generally recommended for two people to visit recipients in their homes. This interview will most likely be conducted over the phone during Covid-19.
- iv. Volunteers should be trained in basic searching techniques.
- v. All recipients should be registered as a Library member (individual or institutional)
- vi. Information gathered at an initial interview can include:
  - a. Preferred styles or genres of reading materials
  - b. Conversations and assessment for likely uptake / capacity for alternative formats
  - c. Quantities of materials
  - d. Relevant medical conditions
  - e. Contact people in case of an emergency.
  - f. Access information
  - g. Inclusion needs such as the need for Large Print.
  - h. Determine if the relationship is likely to be short or longer term.
- vii. OHS and risk assessment focus is needed – personal safety and awareness of hazards is paramount.
- viii. Confidential information provided by recipients or family members must be kept securely and entered the LMS or any Home Library Service registers or database with the same attention to privacy and confidentiality that is applied to other Library patrons.
- ix. Privacy and confidentiality are governed by the current WGL Privacy Policy and Code of Conduct. WGL Volunteers are fully inducted and sign off on their adherence to these policies.

## 9. Delivery Methods

- i. Delivery methods can include:
  - a. Visits to individual recipients, with pre-selected items which are issued to a member



prior to the visit.

- b. Volunteers can provide a selection of materials which recipients may like to browse to make their selection.
- c. Larger volumes, or 'bulk' selections could be loaned to a residential service and issued to an institutional membership.
- d. Postage of boxes of materials – selected by appropriately trained volunteers / staff.

## 10. OHS

- i. OHS needs in relation to Home Library Service include the following:
  - a. Manual handling and ability to lift and carry light loads.
  - b. Personal security
  - c. Safe access to properties / residences or outreach venues and ingress / egress to branch libraries.
  - d. Security of pets at recipient properties
  - e. The use of appropriate equipment such as trolleys and boxes / bags for transporting the materials.
  - f. Emergency procedures – who to call and what to do in the event of an emergency.
  - g. Understanding the limits of first aid provision
  - h. Driving and the use of personal vehicles
  - i. Ensuring Home Library Services staff / volunteers have access to a mobile phone.
  - j. Awareness of stress in relation to conflict or aggressive behaviour or situations
  - k. Awareness / adherence to all Covid-19 relevant procedures and protocols and a thorough induction regarding Covid-19 procedures and policies.

## 11. Interpersonal skills needed for Home Library Service

- i. Understanding of ageing and behaviours which can occur and how to react and ensure a recipient's dignity is maintained.
- ii. Willingness to engage with customers about their reading needs and desires.
- iii. Ability to convey knowledge or skills in a non-intimidating and appropriate way.
- iv. Understanding that relationship building is the key focus of this type of service.
- v. Understanding of the fundamental principles of inclusion
- vi. Knowledge of appropriate referral services which may be needed.

## 12. Roles and Responsibilities

The following positions are responsible for approving, implementing, complying with, monitoring, evaluating, reviewing, and providing advice on the policy and procedures:

Implementation	Manager Volunteers & Community Participation, Manager Library Services, Branch Managers, Branch Team Members.
Compliance	All employees
Development/Review	Manager Volunteers & Community Participation
Interpretation/Advice	Manager Volunteers & Community Participation



### 13. Supporting Documents

This Policy should be read in conjunction with all other relevant Corporation policies and procedures, as well as relevant legislative requirements. There is extensive material in the 'Volunteer Policies & Procedures' toolkit

### 14. Human Rights Charter

This policy has been considered in relation to the *Victorian Charter of Human Rights and Responsibilities Act 2006* and it has been determined that it does not contravene the Charter.

### 15. Monitoring, Evaluation and Review

This policy will be reviewed on a two-yearly basis.

### 16. Non-compliance, Breaches and Sanctions

Failure to comply with this policy, supporting procedures or guidelines, will be subject to investigation which may lead to disciplinary action and potential legal ramifications.

### 17. Approval

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Chief Executive Officer

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Date Approved

