

## **Volunteering Policy**

# **CITY OF LONDON**

## **Libraries, Archives and Guildhall Art Gallery Department**

# **GUILDHALL LIBRARY MANUSCRIPTS AND LONDON METROPOLITAN ARCHIVES**

## **Volunteering Policy**

# Volunteering Policy

## VISION STATEMENT

The City of London's archive services attract over 36,000 visitors a year and over 25,000 distance enquires from all round the world. Our users have a wide range of research interests, including family, community and local history. We also serve engineering and architectural consultants, lawyers, social workers and local government organisations. A commitment to education and learning runs through all that we do. Volunteering is an excellent way to learn more about London; its fascinating history and diverse communities. You will be able to develop your own skills and help to provide an essential service for everyone interested in the history of London.

## POLICY

### INTRODUCTION

The object of this statement is to clarify the role of volunteers in the City of London's archive services and their relationship with members of staff. A volunteer is anyone who, without compensation, or expectation of compensation beyond reimbursement of expenses incurred in the course of volunteer duties, performs a task at the direction of and on behalf of the City's archives services. A distinction is drawn between the role of the volunteer and that of the intern, whose voluntary attendance is framed by the requirements of the course of study associated with the internship.

### POLICY ELEMENTS

- 1 The City of London's archive services welcome volunteer involvement in various aspects of their work.***

In offering their services, volunteers commit themselves to:

- subscribe to the overall aims of the City's archives services;
- accept the values and standards of the City's archives services;
- declare any conflict of interest which may arise;

- 2 The City of London's archive services recognise that volunteers are not substitutes for existing paid employees.***

Staff remain the backbone of service provision. They are encouraged to assist in the creation of volunteer roles and their supervision.

- 3 The City of London's archives services are committed to developing the knowledge, skill and effectiveness of its volunteers.***

This will be achieved by providing:

- appropriate training and development;
- meaningful work within service priorities;

# Volunteering Policy

- effective supervision;
- full involvement and participation with the City of London as an organisation;
- recognition of work achieved;
- clear targets, priorities and appropriate standards for the work assigned.

## **4 *The City of London's archive services believe in keeping accurate records on all individuals associated with its work.***

Records on each volunteer will be maintained in accordance with the provisions of the Data Protection Act. These will include dates of work, duties performed and evaluation of work. They shall be accorded the same degree of confidentiality as accorded to staff.

Assignment descriptions, clearly outlining a complete and current description of the duties and responsibilities of each assignment, will be provided by the archive services; these will be used in subsequent evaluation. All assignments will have a specific time frame, at the end of which an evaluation will be made of the work by both the volunteer and the project supervisor. If a volunteer wishes to continue thereafter, a new assignment description will be drawn up.

## **5 *The City of London's archive services are committed to providing suitable accommodation and equipment for all individuals associated with its work.***

The City's archives services will be responsible for providing every volunteer with appropriate and adequate space for working, materials and equipment where required.

## **6 *The City of London's archive services are committed to training their volunteers to enable them to reach optimum effectiveness.***

The training will include:

- induction, including general orientation sessions;
- specific job related training;
- original document handling training;
- key statutory knowledge such as Disability Discrimination legislation.

## **7 *The City of London's archive services are committed to making the volunteers' contribution as meaningful as possible and to provide contextual information and supervision as necessary.***

Volunteers will be assigned to projects led by project supervisors who are also responsible for ensuring that:

- the rights of both staff and volunteers are respected;
- the responsibilities of the City's archives services and volunteers are recognised and carried out;

# Volunteering Policy

- any reimbursement of expenses to volunteers is carried out upon submission of properly authenticated claims;
- time sheets are completed by volunteers for the purpose of recording total time taken on projects;
- communication between the services and the volunteer on all issues including sickness, leave of absence and any complaints from either side.

Supervisors will receive training in volunteer management and evaluation.

**8 *The City of London's archive services believe that the efforts of the individuals associated with its work should contribute to a corporate whole.***

- Volunteers, like members of staff, will be expected to assign to the City of London the copyright of any of their work undertaken for its archive services;
- The City of London insures itself and volunteers would be covered in the same way as any member of staff.

**9 *The City of London's archive services are committed to acknowledging the contribution of its volunteers and assisting them where necessary.***

Support and recognition will take various forms:

- The reimbursement of reasonable travelling expenses;
- Provision of references for work undertaken;
- Arrangement of special volunteer events;
- Mentions in appropriate publications

## **Our commitment:**

The City of London provides a unique and diverse range of services to the residents, businesses, workers and visitors in the City of London and beyond. We are committed to being proactive in providing services fairly to all our potential service users. Promoting equal opportunity for all is one of our core values.

Our policy is to treat all service users, and anyone else we come into contact with, equally and with dignity and respect and not to discriminate on grounds of age, disability status, employment status, ethnic or cultural origin, gender, marital status, nationality, religious belief or non-belief, responsibility for dependants, sexual orientation, social background, or any other grounds which cannot be shown to be justified. We will recognise, respect and value difference and diversity.

In partnership with our employees, our residential communities and stakeholders, we will work hard to meet our obligations under the relevant anti-discrimination legislation, codes of practice and good practice guidelines.