

**VOLUNTEER CHARTER**  
**of the**  
**JAMAICA LIBRARY SERVICE**

**MAY 2017**

# **CONTENTS**

<b>Vision Statement.....</b>	<b>3</b>
<b>Mission Stament.....</b>	<b>3</b>
<b>Core Values – RICOA .....</b>	<b>3</b>
<b>Volunteerism in the Organization .....</b>	<b>3</b>
<b>Who is a Volunteer .....</b>	<b>4</b>
<b>What we will offer our volunteers: .....</b>	<b>4</b>
<b>What we expect from our volunteers ..</b>	<b>4</b>
<b>Volunteer Support and Recognition .....</b>	<b>5</b>
<b>Volunteers Rights and Responsibilities .....</b>	<b>5</b>
<b>Areas of Volunteerism .....</b>	<b>7</b>

# JAMAICA LIBRARY SERVICE

## VOLUNTEER CHARTER<sup>i</sup>

### Vision

*Our Vision is to be a well resourced organization responsive to the needs of communities, enriching lives and contributing to national development.*

### Mission

*The Jamaica Library Service exists to enable national development through the creation and support of a knowledge-based society of culturally aware lifelong learners by providing universal access to information. This will be achieved by being customer-focused and technology-enhanced; in an aesthetically pleasing environment; and by a well-trained, competent, motivated and empowered team.*

### Core Values – RICOA

*Respect  
Integrity  
Commitment  
Open-mindedness  
Accountability*

### Volunteerism in the Organization

The Jamaica Library Service recognizes the importance of volunteers in achieving its objectives and is committed to ensuring that all volunteers are involved effectively and that they are properly acknowledged for the generous gift of their time and expertise.

## **Who is a Volunteer**

A volunteer is an adult aged 15 and over who performs a task directed by and on behalf of the organization without compensation or expectation of compensation, beyond reimbursement of authorized expenses incurred in the course of volunteer duties. A volunteer *must* be officially accepted and registered by the Jamaica Library Service.

## **What we will offer our volunteers:**

- A welcome to volunteers who meet the criteria of the organization. Wherever possible we will accommodate individuals with special needs.
- Orientation and training enabling effective fulfillment of role(s).
- Support and guidance from staff members so that all volunteers feel secure and confident in their assignments.
- Protective equipment as appropriate to enable work safety.
- Assurance of treatment without discrimination as a valued team member.
- Appreciation of all contribution made

## **What we expect from our volunteers**

- To provide a resume to enable the organization to assess particular skills and abilities accordingly. Volunteers may be subjected to background /credit checks.
- To attend an interview and provide any required references/recommendations.
- To fulfill the duties and responsibilities as outlined in the letter of engagement.
- To abide by all rules and regulations of the organization and as appropriate all Acts, laws and statute governing the Public Sector as applicable to the Jamaica Library Service.
- To complete the training programmes offered both at orientation and during the period of service.
- To attend feedback review sessions with your volunteer co-ordinator to discuss progress or concerns.
- To know and follow guidelines and policies at all times
- To abide by the principle of confidentiality and respect all confidential information relating to the Jamaica Library Service, fellow volunteers, employees, members of the public and users.
- To ensure that any comments or statements made on behalf of the Jamaica Library Service are in line with the guidelines and policies of the organization as well as its Mission and Vision.

- To be reliable and to inform the organization in a timely manner regarding absence.
- The Jamaica Library Service welcomes and appreciates the goodwill shown by volunteers in giving freely of their time and expertise, however, if the behaviour of a volunteer does not complement or support the objectives of the organization, the volunteer may be asked to adjust his/her behaviour or leave the programme.

## **Volunteer Support and Recognition**

### ***Insurance***

*Insurance coverage for liability and accident is provided for all volunteers engaged in the work of the library service. Volunteers are encouraged to consult with their own insurance companies regarding the extension of personal coverage to include service given voluntarily.*

### ***Recognition***

As appropriate, events will be arranged to highlight the assistance being given by volunteers.

## **Volunteers Rights and Responsibilities**

Volunteers are viewed as a valuable resource to the organization. They will be given assignments and have the right to be treated as equal co-workers, the right to effective supervision, the right to full involvement and participation, and the right to receive recognition for work completed. Volunteers are in turn expected to perform their duties to the best of their abilities and to comply with the values, goals and procedures of the organization.

### ***Maintenance of Records***

Records will be maintained on each volunteer and will include contact details, dates of service, positions held, duties performed, evaluation of work, up-to-date photograph, and any recognition received. Volunteers' personal records will be treated with the same confidentiality as staff personnel records.

### ***Conflict of Interest***

Anyone who has a conflict of interest with any activity, programme or project organized by the Jamaica Library Service (whether personal, philosophical, or financial) is precluded from serving as a volunteer in such activity. Volunteers are expected to inform the organization of any likely conflict of interest identified.

### ***Confidentiality***

Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed whilst serving as a volunteer, whether this information involves a single member of staff, volunteer, client, or other person, or involves the overall business of the organization.

### ***Work Site***

An appropriate work site will be established for the volunteer prior to the start of assignment. The work site will contain the necessary equipment, resources and spaces to enable the volunteer to effectively, comfortably and safely perform his/her duties.

### ***Job Descriptions***

Volunteers are entitled to unambiguous, complete, and current description of the duties and responsibilities of the job that they are expected to undertake. Prior to any volunteer assignment or recruitment effort, a job description will be developed for each volunteer position. This will be given to each accepted volunteer, discussed and used as a basis for supervision and evaluation efforts.

### ***Recruitment***

The organization will recruit volunteers on a pro-active basis and uninfluenced by race, nationality, gender, religion, language, physical disability, economic and employment status and educational attainment. The sole qualification for volunteer recruitment shall be the suitability to perform required task on behalf of the Jamaica Library Service. Volunteers may be recruited as a result of an expressed interest in specific functions by showing a general interest in volunteering which will later be matched with a specific function. Volunteers may have to attend an interview.

### ***Placement***

Volunteers must provide a current resume for review. In placing a volunteer in a position, attention shall be paid to the interest and capabilities of the volunteer and to the requirements of the volunteer position. No placement will be made unless the requirements of both the volunteer and the organization are met. Assignment will be made on a needs basis; however, a volunteer can request re-assignment after engaging in the necessary discussions.

Volunteers will not normally be assigned to supervisory or management duties.

### ***Acceptance and Appointment***

An official letter of engagement will be issued to each volunteer. No volunteer should begin an assignment until he/she has been officially accepted for the position and has completed all necessary screening, paperwork and training. At the time of final acceptance, each volunteer should complete all necessary enrollment paperwork and receive a copy of the job description and agreement of service to the organization.

### ***Length of Service***

Volunteer positions will have a set duration with an option for renewal at the discretion of both parties. There is no guarantee of re-assignment of that position or continuation as a volunteer with the organization.

**Areas of  
Volunteerism**

- **Fundraising**
- **Librarianship**
- **Membership  
Recruitment**
- **Programmes &  
Services**
  - \* **Public, School  
& Mobile  
Library Service**
  - \* **Activity Clubs**
  - \* **Arts & Crafts**
  - \* **Music & Dance**
  - \* **Membership**
  - \* **Service to  
special needs  
clientele**
  - \* **Literacy  
programmes**
  - \* **Culture &  
Heritage**
- **Training &  
Development**
- **Information  
Technology**
- **Public Relations &  
Marketing**
- **Event Planning**
- **Graphic Arts**
- **Building &  
Physical  
Infrastructure**
- **Membership  
Recruitment**
- **Advocacy**