# City Libraries

## Volunteering information guide

<table>
<thead>
<tr>
<th>Program</th>
<th>Description</th>
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<tbody>
<tr>
<td><strong>Adult Literacy program</strong></td>
<td>Supporting adults to improve their reading and writing</td>
</tr>
<tr>
<td><strong>Books and Bikkies</strong></td>
<td>Supporting aged care groups to use the library services</td>
</tr>
<tr>
<td><strong>English Conversation Circle</strong></td>
<td>Supporting people to develop English language skills</td>
</tr>
<tr>
<td><strong>Home Library Service</strong></td>
<td>Selection/ delivery of library resources to housebound customers</td>
</tr>
</tbody>
</table>

152 Volunteers gave 8,418 hours to City Libraries in 2018
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1. About City Libraries

Our role

The public library is in a unique position at the heart of the Gold Coast community to contribute to individual and community capacity building.

Vision

Gold Coast Libraries: promoting learning, inspiring imaginations

Corporate values

- Commitment, pride and passion for our City
- Working as one team with one vision
- 360 degree trust
- Respect for each other
- Getting the job done right

Our customers

The second largest public library service in Australia with 12 libraries and a mobile library service. City Libraries have over 250,000 members and offer a free lending and information service of more than 920,100 items including:

- Music CDs, DVDs, audio books
- Fiction and non-fiction books for adults, teenagers and children
- Large print books
- Languages other than English (LOTE) books
- Magazines and newspapers
- A collection of toys and equipment to aid the development and rehabilitation of children and adults with special needs / disabilities, through the Special Needs Collection housed at Nerang Library.

Our collections

City Libraries also provides access to an exciting selection of electronic resources which can be accessed 24/7 and downloaded to your phone, tablet, PC or other portable device, including:

- eBooks and eAudio books
- Newspapers and magazines
- Music and film
- Encyclopaedias and reference materials
- Tutorials

City Libraries offer a broad and vast range of community programs that aim not only to inform and educate, but also to bring people together. In 2015, 5,405 programs attracted 125,250 participants.
2. Volunteering at City Libraries

The City of Gold Coast Library Service has a dedicated contingent of volunteers who support the extension services able to be offered.

In 2015, 135 volunteers donated a total of 121 hours per week to City Libraries. The volunteers are from all sectors of the community and range from retirees to parents and young people. People volunteer for a variety of reasons, including the desire to contribute to the community, the wish to remain active and involved, for social connection and or the opportunity to support the valuable role of City Libraries.

Volunteers have long played a key role in City Libraries and some of our current cohort have been active volunteers for over twenty years.

Volunteering defined

A volunteer is a person who undertakes defined activities:

- of their own free will
- without payment
- not as a means to obtain pensions or government allowances
- without expectation that it will lead to casual or permanent employment
- which will be of benefit to the community

Benefits of volunteering

Volunteering is a great way to:

- make a difference
- become or stay involved in the community
- learn about your community
- meet people
- learn new skills
- develop existing skills, interests and talents
- become part of a team

Locations

- Volunteers can nominate the library of their choice.
Employment prospects

Volunteers should understand that volunteering is not a career path to employment at Council.

Volunteers wishing to apply for City of Gold Coast jobs may apply as an external applicant. Positions are advertised on the City’s website: goldcoastcity.com.au/jobs Jobs advertised internally on staff noticeboards are for existing City staff.

Responsibilities of the library service volunteer

- be committed to operating cooperatively to achieve the goals set by the branch librarian or program co-ordinator
- be reliable and record time volunteered
- accept direction, supervision and provide feedback on tasks undertaken where appropriate
- operate within the guidelines and procedures of the City Libraries
- operate within the Volunteer Code of Conduct

Scope of skills required for all library volunteers

- attention to detail
- effective communication and listening skills
- ability to work with minimal supervision and as part of a team
- ability to seek advice as appropriate
- a fondness for people and an ability to communicate well with others
- reliable and trustworthy
- a reasonable level of fitness to undertake a variety of physical tasks

Training

All new volunteers receive either on-the-job instruction by library staff or specialised training before commencing.

Vacancies

City Libraries receive a high number of expressions of interest to volunteer. All applications are reviewed and applicants will be notified within 14 days on the outcome of their application. A face to face interview may be requested. If there are no current vacancies your application will be kept on file for future consideration when vacancies arise.
3. Volunteering roles overview

There are many roles for volunteers within the Library Service.

**Adult Literacy**
Volunteers ideally with a background in teaching are connected with adults looking to improve their literacy skills to provide one-on-one learning support in the library using the adult literacy resources available. *Refer to page 9 for more details.*

**Book sale**
Volunteers assist with sorting, packing and unpacking of discarded library books for sale at City Libraries ‘Book Sales’. The sales occur up to 4 times per year at various library locations across the city.

**Books and Bikkies**
Volunteers support library customers who visit in groups from aged care and residential facilities to use the library. It is a relaxed social event where volunteers assist customers to select books, place holds and use electronic services.

**English Conversation Circles**
Volunteers lead English Conversation Circles to assist participants to develop English language skills. *Refer to page 10 for more details.*

**Homework help**
Volunteers assist students after school with research and homework help. Volunteers must hold a Blue Card to work in this capacity. A police check will be required to undertake this role. (Council will organise and pay for this.)

**Home Library services**
Volunteers assist by selecting and delivering library items to, and collecting from, the homes of home library customers. Own transport and car insurance required. *Refer to page 11 for more details.*

**Local Studies Library**
Support with identifying, indexing, sorting, archiving and preservation of historical documents. *Refer to page 12 for more details.*

**Special Needs Library**
The Special Needs Library located at the Nerang Library requires volunteer support to assist with stock maintenance. Volunteers must hold a Blue Card to work in this capacity.

**Little Libraries**
Little Libraries brings ex-library books to local communities, where the nearest built library is some distance away. Residents can keep, share with others or return the pre-loved books to the Little Libraries. Volunteers stock the little library once a month.

**Volunteer Connect**
Gold Coast Libraries will train volunteers from other organisations in the use of the library and collections to help support their clients or residents ie: aged care facilities.
## City Library locations and opening hours

<table>
<thead>
<tr>
<th>Library Location</th>
<th>Address</th>
<th>Ph:</th>
<th>Opening Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Broadbeach Library</strong></td>
<td>61 Sunshine Boulevard, Mermaid Waters</td>
<td>5581 1555</td>
<td>Monday, Tuesday, Wednesday, Friday 9am – 6pm, Thursday 9am – 7pm, Saturday 9am – 4pm</td>
</tr>
<tr>
<td><strong>Burleigh Heads Library</strong></td>
<td>Park Avenue, Burleigh Heads</td>
<td>5581 7230</td>
<td>Monday to Friday 9am – 5pm, Saturday 9am – noon</td>
</tr>
<tr>
<td><strong>Burleigh Waters Library</strong></td>
<td>Cnr Christine Avenue and Galeen Drive, Burleigh Waters</td>
<td>5581 1700</td>
<td>Monday to Friday 9am – 6pm, Saturday 9am – noon</td>
</tr>
<tr>
<td><strong>Coolangatta Library</strong></td>
<td>Level 1, The Strand Cnr Marine Parade and Dutton St</td>
<td>5581 7240</td>
<td>Monday to Friday 9am – 5pm, Saturday 9am – noon</td>
</tr>
<tr>
<td><strong>Elanora Library</strong></td>
<td>The Pines Shopping Centre Creek Road, Elanora</td>
<td>5581 1671</td>
<td>Monday, Tuesday, Wednesday, Friday 9am – 6pm, Thursday 9am – 7pm, Saturday 9am – 4pm, Sunday noon – 4pm</td>
</tr>
<tr>
<td><strong>Helensvale Library</strong></td>
<td>Cnr Lindfield Road and Sir John Overall Drive, Helensvale</td>
<td>5581 1625</td>
<td>Monday, Tuesday, Wednesday, Friday 9am – 6pm, Thursday 9am – 7pm, Saturday 9am – 4pm, Sunday noon – 4pm</td>
</tr>
<tr>
<td><strong>Local Studies Library</strong></td>
<td>Cnr Lawson and Garden Streets Southport</td>
<td>5581 7217</td>
<td>Monday to Friday 9am – 5pm, Saturday 9am – noon</td>
</tr>
<tr>
<td><strong>Nerang and Special Needs Library</strong></td>
<td>Cnr Price and White Streets, Nerang</td>
<td>5581 7180</td>
<td>Monday, Tuesday, Wednesday, Friday 9am – 6pm, Thursday 9am – 7pm, Saturday 9am – 1pm</td>
</tr>
<tr>
<td><strong>Palm Beach Library</strong></td>
<td>11th Avenue, Palm Beach</td>
<td>5581 7250</td>
<td>Monday to Friday 9am – 4.30pm, Thursday 9am – 1pm</td>
</tr>
<tr>
<td><strong>Robina Library</strong></td>
<td>Robina Town Centre Drive, Robina</td>
<td>5581 1600</td>
<td>Monday, Tuesday, Wednesday, Friday 9am – 6pm, Thursday 9am – 7pm, Saturday 9am – 4pm, Sunday noon – 4pm</td>
</tr>
<tr>
<td><strong>Runaway Bay Library</strong></td>
<td>Lae Drive, Runaway Bay</td>
<td>5581 7220</td>
<td>Monday, Tuesday, Wednesday, Friday 9am – 6pm, Thursday 9am – 7pm, Saturday 9am – 2pm</td>
</tr>
<tr>
<td><strong>Southport Library</strong></td>
<td>Cnr Lawson and Garden Streets Southport</td>
<td>5581 7200</td>
<td>Monday, Tuesday, Wednesday, Friday 9am – 6pm, Thursday 9am – 8pm, Saturday 9am – 4pm, Sunday noon – 4pm</td>
</tr>
<tr>
<td><strong>Upper Coomera Library</strong></td>
<td>Reserve Road, Upper Coomera</td>
<td>5582 9300</td>
<td>Monday, Tuesday, Wednesday, Friday 9am – 6pm, Thursday 9am – 7pm, Saturday 9am – 4pm</td>
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</table>

The Mobile Library Service operates in areas not directly served by a branch library. Current timetable of the Mobile Library service points and hours of operation are available at the mobile library and all branch libraries. Details can also be found on the City’s website: goldcoastcity.com.au/library
City Libraries

Adult literacy program

Program overview

City Libraries’ adult literacy program enables adults with low literacy skills to connect with volunteer tutors who work with them on a one-on-one basis to improve their literacy and or numeracy skills. After a volunteer completes the arranged tutor training, it may take up to 3 months or more before they are assigned a literacy student to start working with. The program is subject to demand at each library.

Volunteer duties

- Providing one-on-one tuition with an adult to help with their reading and writing and or numeracy, session duration approx. 1 - 2 hours once a week at a City Library.
- Keeping track on progress and working with the student on a regular on-going basis.

Volunteer requirements

- Formal teaching qualifications are not required to become a volunteer adult literacy tutor, although we do encourage anyone with previous or current teaching qualifications to consider this role.
- To be patient, committed and motivated to help the learner/participant develop their literacy skills.
- All volunteer literacy tutors are required to undertake the adult literacy tutor training provided, regardless of their education level or experience. This is an opportunity to meet other volunteers and to ensure our tutors take the same approach with regards to supporting learners. (Training is free of charge and held over two days for a total of 10 hours.)

Self-assessment guide for prospective tutors/volunteers

To determine whether becoming a volunteer adult literacy tutor is for you, ask yourself some of the following questions.

- Do I have relevant teaching, training or community services experience?
- Do I have excellent literacy skills?
- Am I empathetic, patient and do I respect people for what and who they are?
- Am I able to communicate effectively and create a comfortable atmosphere for the participant?

What's the next step?

If you would like to be considered as a volunteer, please complete the expression of interest form located at the back of this booklet and return to any City Library. Volunteer intakes for this program occur once or twice a year and depend on participant demand for the literacy program. Acceptance of your volunteer application will depend on suitability for the role eg: relevant experience/employment history and demand at the time. Please note that not all offers can be accepted.

For more information about becoming a volunteer please call (07) 5581 7285.
City Libraries

**English Conversation Circle**

**Program overview**

City Libraries’ English conversation circle enables adults from diverse backgrounds to connect with other members of the community and to improve their English conversation skills.

**Volunteer duties**

- Guide the conversations by encouraging everyone to talk in a small group ensuring everyone has the opportunity to participate and speak. Session duration is 1-2 hours each week and could be once or twice a week.
- To be patient, committed and motivated to help participants develop their literacy/English speaking skills.
- To respect participant’s privacy and confidentiality.
- Work collaboratively with other volunteers and support each other during times of absence.

**Volunteer requirements**

TESOL qualifications and or experience with people from a non-English speaking background would be highly regarded but are not mandatory to become a volunteer for the English conversation circle.

**Training**

We ask all volunteers to complete the volunteer training booklet prior to starting their first volunteer shift.

**Self-assessment guide for prospective volunteers**

To determine whether becoming a volunteer for the English conversation circle, ask yourself some of the following questions.

- Do I enjoy meeting and working with people from different cultures?
- Do I have TESOL, teaching experience or foreign language skills?
- Can I guide a group, ensuring everyone has a turn to talk without dominating the discussions?
- Do I have good English language skills and communicate clearly and effectively?
- Am I empathetic, and do I respect people for what and who they are?
- Do I work well with others and in a collaborative team environment?

**What's the next step?**

If you would like to be considered as a volunteer, please complete the expression of interest form located at the back of this booklet and return to any City Library. Acceptance of your volunteer application will depend on suitability for the role eg: relevant experience/employment history and demand at the time. We are unable to accept all offers.

For more information about becoming a volunteer please call (07) 5581 7285.
City Libraries

**Home Library Service program**

**Program overview**

City Libraries Home Library Service is for community members who are unable to access the physical library due to ill health or disability and are unable to rely on family or friends to access library materials for them.

**Volunteer duties**

- arrive at the library on the designated day of delivery and assist with selection of items and or collection of items
- deliver to customer’s home at a regular agreed day/time
- collect library items due for return from customer’s home and take back to the library at a regular agreed day/time
- relay any requests from the customer to the Library ‘Home Library Service Representative’ staff member

**Volunteers are required to:**

- use your own car to make deliveries to the home library service customer
- have a valid driver’s licence, current registration and car insurance. (It is the responsibility of the volunteer to notify their insurance provider that they are performing volunteer work for a set number of hours/kms per month and that the volunteering tasks do not involve the transportation of passengers.)
- have genuine care and concern for home library service customers
- have a reasonable level of fitness as books can be quite heavy
- be prepared to provide appropriate references and undergo police background checks as required

**What’s the next step?**

If you would like to be considered as a volunteer, please complete the expression of interest form located at the back on this booklet and return to any City Library. Acceptance of your volunteer application will depend of suitability for the role eg: relevant experience/employment history and demand at the time. Not all offers will be accepted.

For more information about becoming a Home Library Service volunteer please contact your nearest Gold Coast Library.
City Libraries  
**Local Studies Library**

**Program overview**  
The Local Studies Library provides access to current and retrospective information in a variety of formats relating to all aspects of the Gold Coast, its history and its people.

**Volunteer duties may include any of the following:**
- covering (encapsulating) maps and oversized photographs  
- assisting with photocopying, printing form microfilm, etc  
- sorting photographs  
- assisting with library displays  
- conducting personal research projects which are registered volunteer work, the result of which becomes an asset of the City of Gold Coast

**Volunteer requirements**
- Qualifications, experience or studying one of the following areas: history, museum, librarianship and or archival.  
- High level of attention to detail.  
- Good communication skills and the ability to work with limited supervision.

**What's the next step?**
If you would like to be considered as a volunteer, please complete the expression of interest form located at the back of this booklet and return to any City Library. Acceptance of your volunteer application will depend on suitability for the role eg: relevant experience/employment history and demand at the time. Not all offers will be accepted.

For more information about becoming a volunteer please call (07) 5581 7217
# Volunteer application form

## Expression of interest to volunteer at City Libraries

<table>
<thead>
<tr>
<th>Title</th>
<th>Given name</th>
<th>Surname</th>
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<tr>
<th>Postal address</th>
<th>Suburb</th>
<th>State</th>
<th>Postcode</th>
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<tr>
<th>Contact phone number</th>
<th>Email address</th>
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<tr>
<th>Date of birth</th>
<th>Emergency contact name</th>
<th>Emergency contact number</th>
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Do you have a medical condition, injury or special needs that for safety reasons may restrict you from performing a particular duty?

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Do you have a medical condition, injury or special needs that for safety reasons may restrict you from performing a particular duty?

---

I have read City Libraries Volunteering information guide and volunteer role descriptions

- [ ] Yes
- [ ] No

Are you prepared to participate in an initial training course and/or attend further training in the future if requested?

- [ ] Yes
- [ ] No

Which library location would you like to volunteer at?

- [ ] Broadbeach
- [ ] Coolangatta
- [ ] Nerang
- [ ] Runaway Bay
- [ ] Burleigh Heads
- [ ] Elanora
- [ ] Palm Beach
- [ ] Southport
- [ ] Burleigh Waters
- [ ] Helensvale
- [ ] Robina
- [ ] Upper Coomera

Which program/s are you interested in volunteering for?

- [ ] Adult Literacy
- [ ] Book sale
- [ ] Books & Bikkies
- [ ] English Conversation Circle
- [ ] Homework help
- [ ] Home Library Service
- [ ] Local Studies Library
- [ ] Special needs Library (location Nerang)
- [ ] Little Library
- [ ] Volunteer connect

Please specify the days and times you are available

<table>
<thead>
<tr>
<th>Mon</th>
<th>Tues</th>
<th>Wed</th>
<th>Thu</th>
<th>Fri</th>
<th>Sat</th>
<th>AM</th>
<th>PM</th>
</tr>
</thead>
</table>

Preferred date/ times

Please list relevant work experience, educational qualifications, skills, achievements and or life skills.

---

Why are you interested in becoming a City Libraries volunteer?

---

Home library service and Little Libraries programs only

Do you have a current valid drivers licence and own vehicle?

- [ ] Yes
- [ ] No

Do you have fully comprehensive car insurance?

- [ ] Yes
- [ ] No

Are you willing to undergo a police check?

- [ ] Yes
- [ ] No
Homework help and Special needs library volunteers only

Do you have a 'working with children suitability card' (Blue card)  
☑ Yes ☐ No  
(Please attach photocopy) 
If no, are you prepared to undergo the necessary police checks?  
☑ Yes ☐ No  
(Paid for by City Libraries) 

Referee
Please provide a personal or work related referee who can be contacted in support of your volunteer application:

<table>
<thead>
<tr>
<th>Name</th>
<th>Contact phone number</th>
<th>Relationship to you</th>
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</thead>
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</table>

I declare the above information to be true and correct and that I believe my application meets the criteria outlined in the volunteer role descriptions in City Libraries Volunteering information guide.

Signed by

<table>
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<tr>
<th>Signature</th>
<th>Date</th>
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Privacy Notice
Council of the City of Gold Coast (Council) is collecting your personal information in order to provide the services requested, perform associated Council functions and services, and to update and maintain Council's customer information records. Your information is handled in accordance with the Information Privacy Act 2009 (Qld) and may only be accessed by Councillors, Council employees and authorised contractors. Unless authorised or required by law, we will not provide your personal information to any other person or agency. For further information go to http://www.goldcoast.qld.gov.au/privacy-81.html.

Council may also use your personal information in order to contact you to provide you with information regarding Council functions and services. If you do not wish to receive such information please opt out using the unsubscribe link in the communication material sent to you.

Complete and return to your local Library or email to lcs@goldcoast.qld.gov.au
For enquiries please contact your local library or phone 07 5581 6788.
<table>
<thead>
<tr>
<th>Application sent on to Library Admin for review</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interviewed by: ____________________________ Signature: ____________________________ Date: <strong>/</strong>/__</td>
</tr>
<tr>
<td>Approved</td>
</tr>
<tr>
<td>Start date/ induction arranged for: <strong>/</strong>/__ Time: ___________ with: ____________________________</td>
</tr>
<tr>
<td>Program volunteering for? ECC, Adult Literacy etc: ____________________________</td>
</tr>
</tbody>
</table>

**Induction only**

**Volunteer statement**

I, (Volunteer’s Name)…………………………………………………………hereby confirm I have received advice and/or instruction from library staff for the items outlined in City Libraries volunteer induction handbook and checklist. I also understand and agree to abide by safe work practices and the ‘Volunteer Code of Conduct.’

Volunteer’s Signature: ……………………………………………………………Date: __/__/__

**Office use only**

ECC only – ECC training booklet completion date: __/__/__

☐ Application form saved to ispot folder # 41480719 and email to Anna Smith at Library Programming