



Appendix A

Pilot highlights and methodology

Roles

Meetings were held with staff at the chosen libraries, ie Cheam and Circle Libraries and roles identified. These included volunteers for baby rhyme time, homework help, conversation groups, reading groups for children and job clubs.

Recruitment

Volunteer Centre Sutton worked with staff to agree a consistent way of supporting and valuing volunteers to ensure they have a good experience to help with both retention and word of mouth recruitment. A framework was agreed to ensure consistency of approach to recruitment, retention and problem resolution.

The initial brief was to recruit 15-20 volunteers over the life of the pilot. A number of means are being used for active recruitment and these will be monitored and evaluated for effectiveness as the pilot continues. To date 4 volunteers have been recruited and active recruitment will continue throughout the life of the pilot to achieve the expected outcome of 15-20.

- Using VC Sutton online recruitment platform Volunteer Connect
- LBS Libraries website
- Outreach in the areas around Cheam Library and Circle Library
- A recruitment open day would be held in each Library
- Posters and postcards would be designed to promote the pilot and open day
- Social media platforms, Facebook and Twitter would promote both as well

Staff training

A one day course was developed and the first session was delivered in January 2017. Feedback was excellent - "Very good training supplied by the Volunteer Centre. The trainer was extremely knowledgeable and told us a lot of useful information". "The trainer was clear and concise and the made the training day interesting." "I realised the importance of having formalised procedures across the whole service so that volunteers are treated equally and fairly". "The course was delivered at a good pace and the tutor was very knowledgeable and helpful".

Interim outcomes

Library staff report that they have valued the support and expertise of the Volunteer Centre

Procedures and frameworks are being put in place to ensure a consistent approach to volunteering across the service

New volunteers are being recruited

The postcards are still being picked up by potential volunteers and have resulted in at least one new recruit who reports that not only is she supporting the library service but she is



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already feeling the benefit herself, feels more confident and “more like I am in work and on the right track”.

Libraries are able to access support for a variety of roles such as baby rhyme time and homework help clubs

Some barriers to recruitment do exist such as lack of expenses and this will continue to be appraised throughout the life of the pilot.

Volunteers have always been a much valued part of the library and heritage service and key to successful projects such as the past on glass, the Worcester Park coding club and generally adding value to the services. The service continues to recruit a variety of volunteers alongside the pilot and now has a dedicated Volunteer Officer to ensure we grow the volunteer presence and develop those volunteers to work along with our staff.