University Library

# Student Volunteering Charter

(optional)

Full name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Dept./School: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Email address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Mobile phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

The ***Student Volunteering Charter*** sets out the roles and responsibilities of:

* Students volunteering as PASS Leaders/Mentors and Library Volunteers
* The University Library team

This charter sets out the expectations for all these parties including the tasks, responsibilities, level of conduct and commitment required in their involvement with peer-based study support within the University Library. High levels of professionalism, commitment and loyalty are expected from all those involved and this will be met with high levels of support, training and development opportunities.

All parties are held accountable through this document. If you feel that this agreement is being compromised, you can discuss it with a member of the University Library.

## What is expected of everyone:

The following behaviours are part of everyone’s responsibilities and **must** be adhered to at all times by both Student Volunteers and Staff:

* Treating everyone (Student Volunteers, students, staff and visitors) with mutual respect and courtesy.
* Working within the policies and procedures of the University, the University Library and academic subject area.
* Treating interactions with students/Leaders as confidential, unless otherwise advised.
* Responding quickly and effectively to queries from Student Volunteers, students and staff. Everyone must check their University emails regularly.

**Please read the Charter thoroughly!**

## What is expected of Student Volunteers:

Student Volunteers **must** do the following as part of their role:

* Be proactive in providing help and support to students.
* Help develop student independence and learner autonomy.
* Build confidence in students by enabling them to practice in an environment where it is safe to make mistakes.
* Provide opportunities to benefit all students regardless of current academic competency.
* Should challenge the barrier between different student groups (year, discipline), and support students irrespective of their level of study or background.
* Develop peer support through encouraging participation and collaboration in sessions and activities.
* Be willing to commit to volunteer for approximately 2hrs per week.
* Attend all relevant training (up to two full days of initial training followed by relevant specialist training).
* Attend all relevant debriefs. For PASS Leaders this is compulsory for each session you facilitate. For Library Volunteers this is arranged when necessary.
* The role of Library Volunteer is developmental and volunteers will be expected to assist the Library Skills Team after appropriate training.

### Take responsibility for their own personal records:

* Library Volunteers and PASS Leaders should register for the Hull Employability Awards and develop a reflective portfolio to record evidence of their skills development.

### Actively contribute to the University Library Student Volunteer community:

* Using social media to communicate and celebrate Student Volunteer activities.
* Attending Student Volunteer events and workshops organised by the University Library.
* Assist the University Library to improve the level of support they offer volunteers by engaging with evaluation activities.

### All Student Volunteers **may** be asked to help with the following as part of their role:

* Assist the University Library with promotion and publicity to students and staff.
* Assist the University Library with publications, piloting and planning.

### Take responsibility for their assigned activities:

* Where necessary, working with their fellow Student Volunteers and University Library staff to plan activities in advance.
* Completing attendance registers within each session, where necessary.
* Actively encourage students to attend sessions, workshops and other University Library activities.
* Manage all other administrative tasks linked to planning and delivering a session or activity.
* If a volunteer misses two sessions or debriefs without good reason and advance warning they will be deemed to have resigned from their Student Volunteer role.
* If a volunteer misses three sessions or debriefs with good reason and advance warning you will be contacted to review your future involvement.

### Attend and participate in any appropriate Student Volunteer events.

## The University of Hull, including the University Library, takes your privacy seriously. For this reason, we need you to consent to the following as part of your volunteering role with us:

* You are happy with the expectations and responsibilities outlined in this charter and you are willing to do your best to fulfil these expectations.
* You consent to the University Library and other University services recording, storing and sharing information related to your volunteering for administrative, academic and research purposes only. As part of this, you consent to the processing of your data by our external data processors, SpringShare LLC and Instructure Inc. (Canvas). Your data will remain stored within the European Economic Area (EAA).
* You consent to your identity being made known to your student peers. This includes publishing your name, University email address and photo) on leaflets, posters and online.
* You consent to the University Library contacting you via email with updates about the Student Leader programmes or about your volunteering.
* You consent to receive the weekly Skills Team newsletter (updates about library activities, workshops and new resources) via email.
* You consent to the University Library contacting you via instant message or telephone (call, SMS or WhatsApp) in urgent cases (e.g. cancellation of a session, cover of a session).
* You consent to us sharing your volunteer status with Careers, Entrepreneurship and Study Abroad in relation to the Hull Employability Awards.
* You give permission for the University Library to edit and use any photos or video taken as part of the Library Volunteer, Skills Leader and PASS Leader programme for advertising, broadcast and media.  This is for use in both digital and print formats, for internal and external publicity, training, and marketing.  Such uses include external recruitment of students, internal recruitment and training of volunteers and general promotion of the University Library and its services.  Examples of formats include bookmarks, posters, flyers, leaflets, banners, digital signage, webpages and online streaming video.  You understand you are entitled to no compensation.  You release the photographer and the University from all forms of claims and liability related to your photo and video usage.

**I agree to undertake the duties requested of me for the role of:** (tick as appropriate)

PASS Leader PASS Mentor Library Volunteer

**Student Volunteer**

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Representative from Uni. Library**

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_