

# **VOLUNTEER WORKERS IN LIBRARY ACTIVITIES IN SLOVENIA- TRAINING AND WORKPLACE DEVELOPMENT ISSUES**

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AUSTRIA

HUNGARY

Maribor

Velenje

Kranj

Celje

ITALY

LJUBLJANA

Nova Gorica

Novo Mesto

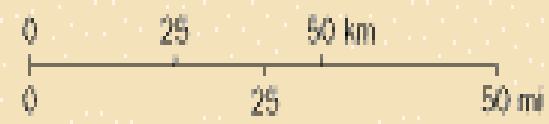
CROATIA

Izola

Piran

Koper

Gulf of Venice



# Basic facts about Slovenia

- population in 2004: 1,998.079
- area: 20,273 km<sup>2</sup>
- a former Yugoslav republic, it's independence was proclaimed on June 25<sup>th</sup>, 1991
- a republic with a parliamentary democracy
- the majority are Slovenians (83,1%)
- Catholics represent 57,8% of the population



# Library information system

- the libraries are integrated into a unified library information system
- the role of national library as a consulting, developmental and educational mediator
- COBISS (Co-operative On-line Bibliographic System and Services) managed by the Institute of Information Sciences in Maribor (IZUM)
- academic and research network (ARNES), financed by the state



# Forms of educating and qualifying library staff

- formal education (university study of librarianship)
- professional qualification process and entry qualifications (professional exams)
- professional training and continuing education



# Slovenian libraries in 2003

- **1,786** service points
- **1** national (and university) library
- **903** library administrative units
- **137** special libraries
- **61** main public libraries with 239 branch libraries and 10 bookmobiles with 644 stops
- **57** academic libraries and
- **648** main school libraries (data 2002)



# Library staff in 2003

- **2,491** library staff
  - \* 238 (9,5%) in special libraries
  - \* 938 (37,6%) in public libraries
  - \* 367 (15%) in academic libraries
  - \* 139 (5,5%) in national (& university) library
  - \* 809 (32,4%) in school libraries
- **2,052** (82%) professional staff (at least secondary school and the professional exam)





# Volunteer work

Voluntary work is defined as an activity of an individual based on his/her free decision and carried out for the benefit of others or of society in general, without expectation of any material reward.

(Proposition of the Act of Voluntary Work in Slovenia)



# **Survey on volunteer work in Slovenia**

- **Questionnaire in fall 2003**
- **Sample size:**
  - **8 main public libraries**
  - **2 university libraries**
  - **1 National and University Library**



# Survey results

- **54,5%** of the surveyed libraries use volunteers
- in **66%** of the libraries that use volunteers, the volunteers were the ones who initiated the volunteer work
- **82%** of the surveyed libraries expressed positive attitude toward volunteers
- **90%** of the surveyed libraries think that volunteers are worth the effort



# Educational activities planned based on the survey results

- Workshops for library managers
- Library staff workplace learning of working with volunteers
- Workshops for mentors of volunteers
- Training volunteers



# Workshops for library managers

- Basic principles of volunteer work (definition of volunteer, benefits and difficulties, motivation of staff, job description, legal rules and regulations)
- Examples of good practice
- Evaluation of projects involving volunteers



# Library staff workplace learning of working with volunteers

## 1. Defining basic principles of volunteer work:

- **Definitions:** volunteer programme, volunteer, volunteer agreement, volunteer register
- **Conditions:** salary and expenses, hours of duty, compensation, security, termination of volunteer agreement, use of resources, removal of property, intellectual copyright, coordination, supervision
- **Rights and responsibilities of volunteers**



# Library staff workplace learning of working with volunteers

- **2. Activities planned by library management to promote use of volunteers:**
  - Promotion through talks, articles.
  - Representing volunteers and volunteer issues at library management meetings.
  - Assigning each volunteer a superior from the staff of relevant work area.
  - Acknowledge volunteer contributions in annual report and staff newsletter.



# Workshops for mentors of volunteers

- Preparation needed in the library before starting a project involving volunteers
- Recruitment and placement of volunteers
- Training, development, and evaluation
- Recognition and Awards





# Types of work delegated to volunteers in case work studies in Slovenia

- Working with library users in library circulation
- Administrative support in the circulation department
- Special activities



# Training volunteers

- Beginning with day one:  
Behind the scenes tour of the library and introduction to staff, library policies, ethics code, job description, appointing the mentor
- Progressive Training
- On-going reinforcement training



# Plans for the future

- Further reasearch on the motivation of volunteers to work in library
- Planning training together with volunteers from other fields
- More publishing on the issue of volunteers in Slovenia
- Involving the Union of Associations of Slovene Librarians in the promotion of volunteers in libraries



# Thank you for you attention!

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