



The ANDP beta site presents both an image of the newspaper page and the OCR translation and allows users to correct the OCR translation. We look forward to offering projects where volunteers pursue topics relating to our *SA Memory* website, <http://www.samemory.sa.gov.au>.

For volunteers who index hardcopy and microfilmed newspapers, this online activity will be an opportunity to move from old technologies into the digital age. And once they are bitten, they will probably be vying for ranking in the ANDP Text Correctors Hall of Fame! <http://ndpbeta.nla.gov.au/ndp/del/hallOfFame>

In keeping projects up-to-date with new technologies, the library offers a challenging and rewarding 'work place' for behind-the-scenes volunteers. In providing training for our ambassadors in the latest trends in interpretive tour guiding, and by initiating topical services our growing ELLIS client base, we ensure that volunteer involvement in these areas is also meaningful, productive, and satisfying.

Overall, our teams of committed and enthusiastic volunteers help us to provide a level of information provision and customer service that would not be possible without them. They also bring friendship and fun to their work teams and develop positive working relationships across the board. Volunteering at the State Library of South Australia has certainly come a long way since Lucy's pen and paper days!

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Fremantle City Library's volunteers

Fremantle City Library's volunteers contribute significantly to services offered, extending the life of some resources, enhancing the service provided, and completing tasks that otherwise would not be done or would significantly backlog. Volunteers contribute in four areas:

Homebound delivery

Delivery of library materials to the aged, infirm, and disabled was for many years done exclusively by library staff, however, in the past five years volunteers have helped service recipients who most need and value social contact. When making the delivery they spend time chatting, have a cup of tea or coffee, and give homebound people a service that staff members do not have time for.

Library deliveries have become a major event in some people's lives with library staff covering volunteer illness noticing better dress standards in recipients, morning tea in preparation, and disappointment on their faces when regular deliverers do not turn up. The value added to these people's lives is something the library could not do without the regular volunteers.

Local history

Three volunteers have contributed 23 hours collectively each week for a number of years and become valued members of the Local History team, without whom the quality of the service would suffer greatly. Each of them contributes different strengths.

Precise typing skills and attention to detail has earned one of the volunteers the job of interpreting and recording old rate book records. A sense of perfection and accuracy have made another the ideal person for numerous filing and sorting jobs. The third volunteer has proved to be an excellent proof-reader, scanning the daily papers for relevant articles and preparing them for filing.

None of these jobs is particularly exciting; indeed they can be quite tedious and dull. However, they provide vital groundwork without which the collection would not survive, and the time saved by staff has enabled work to begin on a number of new initiatives to move the collection into the digital age.

Library booksales

Quarterly sales of discarded stock and unneeded donations have for many years been run by a dedicated group of volunteers, each of whom contributes two hours on a Saturday to oversee the sale tables and take payment. The team is a long standing one, with one joking recently that all could apply for long service or retirement at the same time. Fortunately on occasions when none of these volunteers has been available, other library users have emerged to step into the breach. The sales could not operate without the dedication of our volunteers who drive a hard but fair bargain and do their best to maximise the library profit from each event.

Toy library

Two volunteers have assisted the toy library for many years, even before it became part of the library service. One volunteer is the weekly 'fix-it man', repairing broken toys, making parts, or using items beyond repair to salvage pieces for others. He can assemble new toys with his eyes shut, according to staff.

The other volunteer visits fortnightly, likes a challenge, and assists checking and cleaning of toys, unpacking and assembling new toys. The help with many complex or detailed tasks is invaluable as staff would not be able to achieve many of these projects in their available time.

Library and Information Managers.

Applications are now open for the postgraduate programs in Library and Information Management or Business Information Management offered by UniSA.

These programs are blurring the boundaries and will enable librarians, records managers, archivists and business information management professionals to reinvent their careers, to keep in touch with the latest digital approaches and work in a wider skilled environment.

The programs offer you the opportunity to study at your own pace: either part-time or full-time, externally online, or face to face in Adelaide.

For further details and information please email moira.lawler@unisa.edu.au or visit unisa.edu.au/bim



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The Toy Library Officer describes her volunteers as a wonderful resource without whom they would be lost and this description could equally apply to every other volunteer at Fremantle City Library. Most are retired people wanting to give back to their community and many of them do volunteer work in other sectors of the community as well as the time they give to the library. Their satisfaction from contributing to their community is high, and the assistance they give is not easily measured because of the improvement in service that results from their efforts.

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Volunteering at Royal Talbot

Royal Talbot Rehabilitation Centre is the rehabilitation campus of Austin Health in Victoria. We care for patients in the areas of stroke, head injury, spinal cord injury, amputation, and orthopaedics, and are most fortunate in having around 50 volunteers who support our patients in many ways. They cheerfully provide services to the Patient Library, the Royal Bazaar and Bookshop, Leisure Services, Art Therapy, Animal Therapy, Horticultural therapy, Woodworking, Patient Transport, and our extensive gardens. All our volunteers bring a special touch to these programs, helping to restore confidence in patients and creating a supportive and social atmosphere and a stepping stone to a positive future.

Royal Talbot is very fortunate, and most unusual, in having a patient library in addition to the Health Sciences Library. *Reflections* Patient Library has been operating since 1993, starting with 200 books and now offering over 4 000 items, including fiction and non-fiction books, talking books, DVDs, and CDs. It is available to patients, families, and staff, and also includes a Patient Education collection. The library could not operate without our wonderful volunteers, who issue loans, catalogue the books and audiovisual items, and provide a friendly ear to patients and family members who simply wish to chat. As many of our patients are long-term, families are often here for hours at a time, for weeks or even months, and our volunteers sometimes forge special relationships with patients and frequent visitors. One of our very clever volunteers has recently converted the card catalogue to an online resource so we can now offer both manual and computer access. Library usage increased by 51% from 2007 to 2008, which is a pleasing testament to the loyalty, reliability, and friendliness of the volunteers.

Currently we have 13 volunteers staffing the library for some hours of each weekday, and one evening. They are of varying ages and backgrounds, and some have been contributing their time for over 30 years. Some have been patients themselves at Royal Talbot and have been anxious to give something back, some have heard of the centre through family and friends, and others have responded to advertisements in the local paper.

In December each year we host a Volunteers' Thank You lunch and give each person a small gift of appreciation. In National Volunteer Week this year, we are providing an afternoon tea and we know that the volunteers will enjoy getting together and meeting those who are new, or who help out on other days and in other areas. It is a small way of acknowledging our appreciation of all the services they provide so willingly.

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Friends as volunteers

Friends of the Library, Launceston, has offered volunteer support for Launceston Library since 1992. The members of Friends, in partnership with the library, have developed a program of strategic activities and projects that helps the library extend its programs and achieve its goals. Friends contribute their differing knowledge, skills, and interests to enrich the library's resources, raise its profile in the community, and link its services to its users, especially those with special needs.

The Friends group has been a key player in the library's heritage publications program which has produced a number of valuable resources, including *On the Tide: stories of the Tamar and The journals of Charlotte Cleveland*.



Preparing for the fair

The Friends also work behind the scenes as part of the library's volunteer program in projects such as improving access to the library's heritage collections, organising ephemera collections, and attending events to promote the Launceston Library. Monthly Coffee Mornings with guest speakers help bring people to the library.

One major project has been the Launceston Family Album, carried out with the help of a grant from the Tasmanian Community Fun, and involving detailed genealogical research. <http://www.launcestonfamilyalbum.org.au/>

In partnership with a local Lions Club the Friends hold an annual book sale of donated items. The sales have generated over \$70,000 in extra funding for the Launceston Library.

In 2008 the Friends supported the Launceston Library in its winning of FOLA's inaugural Peter McInnes Award for innovation and excellence in services to children and young people.

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Volunteering at the State Library of Victoria

Volunteers have supported the work of the State Library for over 35 years – in special collection areas behind the scenes, in front-of-house activities such as tours of facilities and exhibitions, and in assisting the State Library of Victoria Foundation with fundraising projects.

The volunteer guides were established 13 years ago to introduce new users and visitors to library services and facilities, and now