



Choose your own Greeters Program adventure

State Library Victoria's Volunteer Greeters Program

'...I was welcomed into a collaborative community committed to openness, diversity and inclusion. Being included in the community, I have a sense of belonging and connectedness...'

– International Greeter



Designing the program

- Melbourne has 140 cultures represented
- To adapt and support changes in the composition of Melbourne's shifting demographics, State Library Victoria consciously aimed to recruit volunteers that mirrors the demographics of visitors to the Library



Placing people at the heart of what we do

- Induction Process
 - Ever evolving
 - Staff/Greeters involved
- Visit Enhancement Service Standard
 - Created by the Greeters, for the Greeters
- Engaging a large group of diverse volunteers



Being Open and Inviting

Reviewing the program & continuous improvement

- Service standards, interviews, induction, mentoring, reviewing

Ongoing learning

- Puzzles, self-guided walk through, work groups

Growing knowledge

- Cultural visits, walking tours



Facebook Group

- Share information
 - What's on at the library
 - Discovering new information
 - Updates for Greeters
- Community
 - Congratulations/ Shout Outs
 - Events
 - Sharing
- Have fun
 - Fun Facts/Finds
 - Community Fun



Streeters Group

- Greeters exploring the streets of Melbourne
- Driven by Greeters
- Learn something new and have a fun time doing it
- Understand and strengthen the culture within the Greeter community
- Works hand in hand with the International Greeter Group



Streeters Group

Streeters Walking Tour

SLV GREETERS EXPLORING MELBOURNE SATURDAY 30 MARCH

Melbourne is famous for its beautiful parks and gardens, elegant heritage architecture and our love of sport and the great outdoors. Come along on our Walking Tour to experience some of Melbourne's most interesting sights while taking a leisurely stroll through lush parklands. Check out our iconic sporting venues, admire the amazing city views and finish the day with a cool drink by the river at Sunset.

TREASURY PLACE AND PREMIER'S WAY

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STOP 2. TREASURY PLACE AND PREMIER'S WAY
Treasury Place is home to some of Victoria's finest Government buildings. The current Premier's Office is at 1 Treasury Place. Along Premier's Way the Kennett State Government introduced statues of Premiers who have served 3000 or more days in office such as John Cain and Sir Henry Bolte.

TREASURY GARDENS

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STOP 3. TREASURY GARDENS
With their beautiful avenues of Moreton Bay Figs, the gardens are full of history and date back to the early period of European settlement. Monuments to Scottish poet Robert Burns and American President John F. Kennedy, as well as an ornamental pond, can also be found in the gardens.

FITZROY GARDENS

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STOP 4. FITZROY GARDENS
Cross over Lansdowne Street to discover the botanical treasures of one of Melbourne's most historic and beautiful gardens. Originally set aside as a reserve in 1848, the layout follows a classic Victorian-era design and features pathways lined with magnificent Elm trees and a variety of flowers, ornamental shrubs and trees which together with extensive lawns create a diverse and layered landscape. The Fitzroy gardens were named after Sir Charles Augustus Fitzroy, Governor of New South Wales and Governor General of the Australian Colonies.

NOTE: THERE ARE PUBLIC TOILETS ON THE LANSDOWNE ST SIDE OF THE GARDENS. THERE ARE TWO WATER FOUNTAINS IN THE GARDENS - ONE NEAR SPRING ST AND THE OTHER NEAR THE POND.



International Greeters Group

Challenges

- Professionalism & Employability
- Community engagement
- Communication
- Social isolation
- Wellbeing



International Greeters Group

Strategies

- Professionalism: Understanding what it is to be a volunteer and a Greeter
- Communication: Creative ways to work on pronunciation
- Wellbeing: Meditation and strategies to support wellbeing
- Community: Holiday season get-together



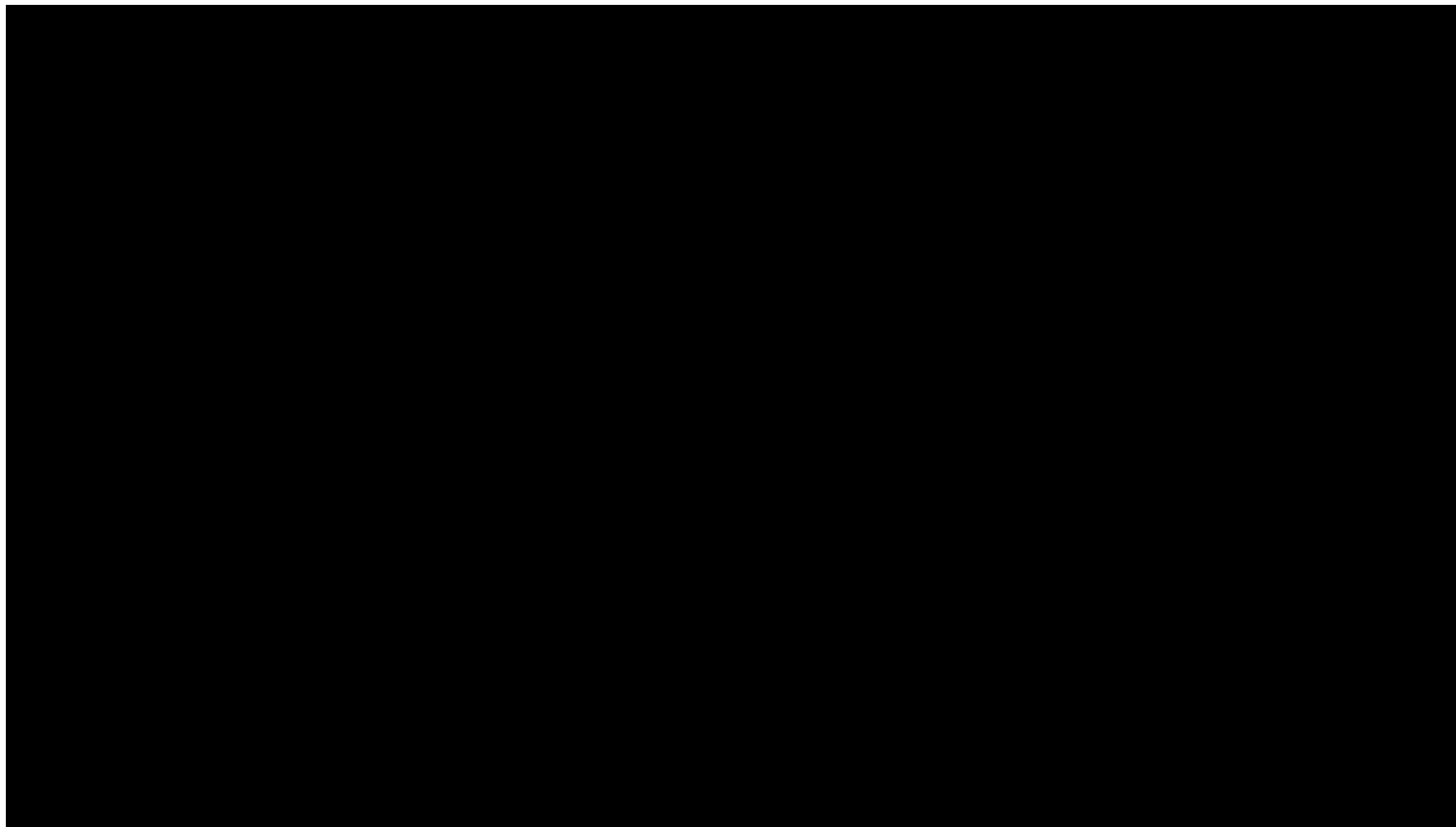
Volunteering Victoria Inclusion Award

Volunteering Victoria Inclusion Award – Nov 2018



Hannah Gorman – Senior Library Officer, Vaishali Gangwar – Greeter, Carolyn Long – Head of Visitor & Information Services
Susan McLaine – Visitor Services Volunteer Coordinator, Pam Kershaw – Greeter, Franklin Patrao - Greeter

Words by the Greeters



Thank you

State Library Victoria
Volunteer Greeters Program

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