

Medway Libraries Volunteer Role Profile

Role description	Home Library Service volunteer
Location	Libraries as and where required
Duties	<ul style="list-style-type: none"> • Collect books and other stock from the library for customers on the round • Deliver the items and collect the ones that the customers have finished with • Return the items to the library • Inform the library staff of any changes to the customers' requirements and pass on requests for specific titles / authors / subjects • Occasionally help with consultations for this client group • Be happy to stop for a chat with the customer if a friendly relationship develops • Undertake any training necessary to the activity <p>Nb The volunteer will be required to lift and carry boxes / bags of books between the library / car / customers' homes</p>
Desirable skills	<ul style="list-style-type: none"> • Be supportive of the Library Service and promote its activities • Be reliable and dependable • Enjoy engaging with people, particularly who are older or have disabilities • Be confident and patient with people who are older or disabled • Be happy to work as part of a team with staff and partners • Have an interest in and be prepared to promote books and reading • Be a good listener • Be able to use own initiative • Have a commitment to equal opportunities and diversity • Must have access to a car and hold a clean driving licence
Timetable	One session, usually once a month – to be agreed with Librarian / Senior Library Assistant in charge, however , the volunteer must be prepared to commit to a regular time / day for their visits
Reporting/supervision	Librarian / Senior Library Assistant
Library link person	Tba
Training & induction	The supervisor or a designated member of staff will carry out an induction to the library including health & safety, fire procedures, attendance, punctuality, absences and facilities.

	Staff in the library will provide information regarding the customers on the round including addresses, location and access information where needed.
Induction pack	The volunteer will receive an induction pack which includes the welcome letter, volunteer policy, code of conduct, expenses payable, expenses set up form and expenses claim form.
Statistics	The library staff will record the number of hours volunteered each month - Volunteer hours
Review date	October 2016