

Medway Libraries Volunteer Role Profile

Role description	Library volunteer
Location	Grain Library
Duties	<p>With guidance from library staff, provide a front facing service to library customers as part of a team of volunteers by:</p> <ul style="list-style-type: none"> • Being responsible for opening and closing the library (to be confirmed) • Issuing and returning books and other stock • Using the library catalogue to help customers to find or reserve books • Joining new members • Assisting with any questions or basic enquiries that customers may have • Helping customers to use the self-service unit to issue, renew and return books and other library stock (take out if no self service unit) • Helping customers use public access computers and WiFi • Undertaking other selected library routines and procedures, eg <ul style="list-style-type: none"> ○ Re-shelve and tidy books and other stock ○ Help to maintain the stock by carrying out cleaning and repairs ○ Help with library displays • Helping keeping the library safe and tidy • Meeting and greeting customers at events, promote the Library Service by chatting to customers and giving directions (eg to toilets) • Assisting with library events and clearing up afterwards • Undertaking any training necessary to the role profile
Desirable skills	<ul style="list-style-type: none"> • Be supportive of the Library Service in making its events and activities accessible and welcoming • Be reliable and dependable • Enjoy engaging with people • Be confident and patient with people • Be happy to work as part of a team with staff and partners • Be able to use own initiative • Be confident and experienced with IT (general computer use, web searching) • Have an awareness of health and hygiene • Have good basic craft skills (eg cutting out, tracing) • Have a commitment to equal opportunities and

	diversity
Timetable	To be agreed with Senior Library Assistant in charge, however , a library volunteer must be prepared to commit to a regular time, eg a three or four hour session a week or fortnight
Reporting/supervision	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 / hub including health & safety, fire procedures, attendance, punctuality, absences and staff facilities.
Induction pack	The volunteer will receive an induction pack which includes the welcome letter, code of conduct, information on the use of visual display equipment
Statistics	The library staff will record the number of hours volunteered each month
Review date	April 2018