Medway Libraries Volunteer Role Profile

|  |  |
| --- | --- |
| Role description | Library volunteer |
| Location | Grain Library |
| Duties | With guidance from library staff, provide a front facing service to library customers as part of a team of volunteers by:* 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
	+ 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 | * 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 hoursvolunteered each month |
| Review date | April 2018 |