Medway Libraries Volunteer Role Profile

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| 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 |

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|  | 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 |