Library Support Volunteer Job Role

Location
Countywide – in most libraries throughout Gloucestershire

Purpose
To enable the library to be open for additional hours by assisting the library staff in delivery the library service to customers and ensuring that the library is welcoming and accessible to all

Time
Sessions vary at each library – please ask locally for details
This is an ongoing activity

Duties
- To carry out tasks as directed by a member of staff on duty. These may include:
  - Ensuring that all services are well presented and accessible to customers eg shelves tidy and in order, displays changed regularly
  - Assisting customers in the use of the service and referring them to the member of staff where appropriate
  - Assisting in clerical tasks
  - Supporting customers in the use of the self service machines and other IT based services such as the People's Network PCs
  - Assisting with library activities

Skills & Experience
- Good communication and listening skills with all ages
- Patience, flexibility and a good sense of humour
- A friendly and approachable manner with an ability to encourage and motivate
- Knowledge of IT (desirable)

Training
Gloucestershire Libraries & Information will be responsible for welcoming the volunteer into the library, providing an induction and orientation around the library, including health and safety training

Supervision
A member of library staff is the main contact person for the volunteer. To be identified in each individual library

Review date
All volunteer placements are subject to a review which usually takes place after 3 to 4 sessions, depending on the frequency. This is to ensure the volunteer and activities are properly matched

Accessibility

Libraries & Information strives to make volunteering accessible to all but some of the library buildings do not have full access and few have toilets for people with a disability. Parking facilities are variable. Additional information on individual libraries available

Additional information

If you require any additional information please speak to a member of library staff or access our volunteer webpage https://gloslibraries.uk/volunteer-library