

Volunteering Opportunity

Role: Community Library Volunteer

Place: Aldbourne, Box, Cricklade, Downton, Durrington, Ludgershall, Lyneham, Market Lavington, Mere, Netheravon, Pewsey, Purton, Ramsbury, Tisbury and Wilton Libraries

Reports to: Local library staff

Purpose:

- In partnership with local library staff help support the community library to provide a friendly and helpful service to all library users
- To help library users get the most from their local library

Responsibilities:

- Offer a friendly welcome to all members of the community using the library
- Assist customers with using the self service equipment to issue, renew and return items, check their account and make payments
- Shelve stock and keep the library in a safe and tidy condition
- Activate new membership cards
- Refer customers who need further information or support to local library staff or the Link Library
- Help library users to search the catalogue and place requests
- Help customers log on to the public access computers
- Liaise with local Volunteer Co-ordinator and library staff as appropriate
- Ensure the building is open during advertised hours and secure the building at the end of the session
- Attend training sessions relevant to the role

Aptitudes:

- An ability to get on with people, particularly older people and children
- Be reliable to ensure a regular service

- A love of books and reading
- Willingness to help customers to use simple self service equipment

Commitment:

Ideally, in order to keep their skills refreshed, volunteers would be available for a minimum of 2/3 hours twice a month. Exact times/days to be arranged locally by mutual consent.

Length of Opportunity: Ongoing

Training: Training will be given on library services and Health & Safety guidelines. Further training will be offered from time to time