

Volunteering Opportunity

Role: Library Support Volunteer

Place: Amesbury, Bradford-on-Avon, Calne, Chippenham, Corsham, Devizes, Malmesbury, Marlborough, Melksham, Salisbury, Tidworth, Trowbridge, Warminster, Westbury, Royal Wootton Bassett Libraries.

Reports to: Senior library staff

Purpose:

- In partnership with library staff help to provide a friendly and helpful service to all library users
- To meet and greet customers, signpost, help with self-issue, shelve stock and 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 to locate books, talking books and DVDs
- Assist customers with using the self service equipment
- Shelve stock and keep the library in a safe, tidy and attractive condition
- Refer customers who need further information or support to library staff
- Assist staff with book maintenance e.g. book jacketing
- Assist staff with locating items required at other libraries
- Help customers log on to the public access computers
- Liaise with library staff as appropriate
- Attend training sessions relevant to the role

Aptitudes:

- An ability to get on with people, particularly older people and children
- Literate and numerate
- Be reliable to ensure a regular service
- A love of books and reading
- Willingness to help customers to use simple self service equipment
- Comfortable with using IT
- Physical ability to lift, stand and carry books and other library materials

Commitment:

The ideal commitment is one 3 - 4 hour session per week. Exact times/days to be arranged locally by mutual consent.

Length of Opportunity: Ongoing

Training:

Each Library Support Volunteer will receive induction training and will learn day to day skills over a period of time by shadowing experienced library assistants. On-site training will be provided when routines alter, and refresher training will be available. Training will also include appropriate Health & Safety guidelines.

Recruitment process:

An informal meeting to discuss your skills and suitability for the role.