Home Library Service

Library Service

Purpose of the role:

To deliver library books and other library materials to customers who are unable to visit the library in person. Volunteers choose the books for the customer, deliver them and return finished books back to the library. While this is not a befriending role, many customers have limited social contact and really value the opportunity to be visited and have a chat with someone.

Main tasks and activities may include:

- Select items for customers using individual customer profiles and issue them using the self-service machines;
- Deliver books to customers in their homes, on a regular day and at a pre-arranged time;
- Return all items that customers have finished with to the library and check them back in using self-service machines;
- Place request for customers using the LibrariesWest catalogue.

Volunteers will have these qualities, skills and experiences:

You do not need to have any previous experience of volunteering or working in a library. For this role you will need:

- An interest in libraries and desire to be an advocate for the service;
- A love of books and reading so you can choose books for customers, recommend authors and share your interest;
- Good communication skills
- To be reliable;
- To enjoy meeting new people;
- To be organised and motivated.

Types of training and resources available to support volunteers:

- An Induction which explains how the library service operates and outlines all the policies and procedures that you will need to know;
- A tour of the library at which you will be volunteering;

- Information about the resources available to help you choose books for others and how to use the LibrariesWest catalogue;
- Dementia Friends training;
- Introductions to members of staff and other volunteers, alongside whom you will be volunteering;
- Out of pocket expenses can be paid;
- Accreditation may also be available.

How often does the volunteer activity tend to take place?

Volunteers make their own arrangements for visits with customers so you can fit your volunteering around your other commitments. All visits must be pre-arranged.

Where does the voluntary activity take place?

We visit customers throughout North Somerset. Please specify which areas you would be happy to visit on your application form.

Name and contact details of the volunteer co-ordinator:

Name: The Library Volunteering Team

Email: library.volunteers@n-somerset.gov.uk

Phone numbers: 01934 426 657 / 01275 884 315 / 01275 888 864

Other important information:

- This is a physically active role.
- Volunteers must be aged 18 or over.
- If you are concerned that volunteering may affect any benefits you receive, please ask and we will do our best to assist you.
- All library volunteer roles involve dealing with the public and are customer focused.
- Volunteers are complementary to paid workers and volunteers should not be used to replace staff.
- Volunteers who use their own vehicles to make deliveries will be required to have a valid driving licence and insurance with sufficient cover. They will be required to maintain their vehicles in a roadworthy condition, taxed and with valid MOT (where applicable).
- Upon joining the Library Service as a Home Library volunteer, you will be asked to complete a brief Driver's Risk Assessment and provide copies of your documents. The Risk Assessment is a confidential document which helps North Somerset Council to manage work related safety.

Help is also available for people who require Council information in different formats and languages other than English. Please contact the Library Volunteering Team via email library.volunteers@n-somerset.gov.uk or phone 01934 426 657 or 01275 884315 or 01275 888 864, for more information.

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