



Duke of Edinburgh Volunteer Library Service

Purpose of the role:

This is a short term volunteering placement which will help you work towards your Duke of Edinburgh Award. You will spend time working as part of a team, assisting with the day-to-day operation of the library and gain experience of a customer focussed environment.

Main tasks and activities may include:

- Assisting customers in the use of the self service machines;
- Assisting customers to use the library computers and answer relating queries e.g. printing and photocopying;
- Helping with events and activities;
- Ensuring that the library is kept tidy and attractive;
- Carrying out routine library tasks such as shelving and stock rotation;
- Shelving returned items and keeping the shelves tidy;
- Helping customers find what they are looking for in the library.

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 to:

- Be good at communicating;
- Be organised and motivated;
- Be able to work well with others;
- Be reliable;
- Enjoy meeting people and talking to them.
- Have an interest in books and reading.

Types of training and resources available to support volunteers:

- Basic training will be given and you will be shown all the relevant resources which may help you to carry out your role.

- An Induction which explains how the Library Service operates and outlines all policies / procedures that you are may need to know;
- Introductions to all members of staff alongside whom you will be volunteering;
- Accreditation may also be available; we will sign any log books/records of volunteer hours.

How often does the volunteer activity tend to take place?

Arrangements will be made between you and the library to ensure that you are able to volunteer for the required number of hours, at a time that is suitable for both you and the library.

Where does the voluntary activity take place?

Activities take place at a number of North Somerset Libraries. Please see the Vacancies page of our website for more information: <http://www.n-somerset.gov.uk/nsc-library-volunteering> or call using the details below.

Name and contact details of the volunteer co-ordinator:

Name: The Library Volunteering Team

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

Phone: 01275 888 864

Other important information:

- There are some physical aspects to this role (e.g. shelving).
- Library volunteering 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.

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 01275 888 864, for more information.

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