

Family History Volunteer

Library Service

Purpose of the role:

To help members of the public learn how to access the family history resources available through libraries.

Main tasks and activities may include:

- Support customers as they use Ancestry to research their family history;
- Support customers in the use of other free online genealogical websites;
- Help customers to interpret the information they find;
- Help staff at any linked events.

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 good working knowledge of Ancestry;
- Good ICT skills;
- A knowledge of genealogical resources;
- Good communication skills;
- To be reliable;
- To be patient.

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;
- An explanation of how the libraries public computer system works and the differences of the Library Edition of Ancestry;
- Information about the range of resources available in the North Somerset Local Studies library;
- Dementia Friends training;

- Autism Friendly Libraries 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?

We will ask you to commit to regular day and time so that we can promote the activity.

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:

- 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 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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