

Library Services Volunteer

Library Service

Purpose of the role:

To carry out routine library tasks that:

- Support library staff as they carry out the day-to-day management of the library;
- Support the local community in using the library service;
- Help create a welcoming and user-friendly environment for all library customers.

Main tasks and activities may include:

- Helping customers use the self-service machines;
- Shelving returned items;
- Answering basic customers enquiries and guiding people round the library;
- Finding books on stock rotation lists or to satisfy customers;
- Help find materials for and create displays.

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;
- To have an interest in books and reading;
- An understanding of libraries and how they are organised (training will be provided);
- Good attention to detail;
- Good communication skills;
- To be organised and motivated;
- To be able to work as part of a team, but also to use your initiative;
- To enjoy meeting people and talking to them;
- To be reliable.

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;
- An explanation of how the library is organised, including the Dewey Decimal Classification system, and an overview of library services;
- 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 ask for a minimum commitment of 3 hours per month. However, this can be a more regular activity e.g. a weekly session.

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:

- This is a physically active role.
- 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.

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