

Dorset Library Service

Volunteer Role Description: Volunteer Supported Session

<p>Purpose of role:</p>	<ul style="list-style-type: none"> • To support the running of the library as agreed with the Library Service, by providing a friendly and helpful service to all members of the community • To help customers access library facilities and library offers
<p>Duties:</p>	<ul style="list-style-type: none"> • To offer a friendly welcome to all members of the community using the library • To help customers access and use: books and other stock / information / computers / other library services • To help customers use the Customer Self Service kiosks • To undertake clerical duties associated with providing a library service e.g. shelving • Referring customers to the library service as appropriate • To liaise with the volunteer co-ordinator / library staff as appropriate • To make sure the building is secure at start and end of day
<p>Skills & Experience:</p>	<ul style="list-style-type: none"> • Able to communicate effectively • Warm, friendly and welcoming • Reliable • Self motivated and enthusiastic • Flexible • Committed to community supported libraries as part of Dorset Library Service • Happy to undertake training as required • Able to relate to people from a wide range of backgrounds • Happy working alone and as part of a team • IT skills
<p>Training:</p>	<ul style="list-style-type: none"> • Dorset Library Service will be responsible for welcoming the volunteer into the library, providing induction training • To attend meetings / training as required

Start of day procedure	<ul style="list-style-type: none"> • Unlocking, including deactivating and setting of alarms • Reading notes from Library Manager • Empty letterbox • Other start and end of day procedures e.g. setting up Self Service Kiosks • Opening up and closing down the public computers
Customer Service	<ul style="list-style-type: none"> • Welcoming customers • Answering the telephone • Advising customers on the Customer Self Service kiosk and assisting as required • Assisting customers with choosing books, finding information and use of public computers • Answering reader enquiries • Advising customers of other Library and Dorset Council services, as appropriate • Publicising and promoting any library promotions for adults and children to library customers • Assisting customers with: <ul style="list-style-type: none"> • renewing items on loan • checking their records • reserving their books via LibrariesWest website • Registering new customers and introducing the library and its facilities to them • Ensuring comments cards are given out if required • Ensure all data protection and equality requirements are met
Library Care	<ul style="list-style-type: none"> • Ensuring the library is kept in a welcoming, tidy and safe condition • Reporting any problems to the appropriate person if necessary • Keeping the Volunteer Coordinator informed of any problems or concerns • Shelving returned books • Keeping displays stocked • Checking shelves for stock which needs to be moved on • Ensuring Health & Safety policies are followed • Systems for passing necessary information to and from library staff are adhered to
End of day procedure	<ul style="list-style-type: none"> • Advising customers that the library is closing • Closing windows and doors and ensuring building is safe to leave • Switching off all electrical appliances • Activate alarm and lock front door – securing building / passwords / keys