

**Community Hub Volunteer – Library Role Description**

**Description of Activity – Community Hub Library Volunteer**

The role involves being part of a team of people who ensure library services within the community hub are made available to the public.

**Your Volunteer Coordinator contact is: Mrs Alison Peden – 07469 616932**

**Hours of volunteering:** to be agreed according to your availability

**Main tasks:**

- You may be a keyholder and, if so, will need to be on hand to open and lock the building.
- Equipment including computers, self- service terminals (if installed) and photocopier/printer will need to be switched on before opening and off again before closing.
- You will be shown how to use the Spydus Lite computer system which is a specially created version for volunteer use. This will enable you to issue and return books, pay off charges and carry out some book stock tasks.
- You will be responsible for replacing returned books on the shelves.
- There will be enquiries from the public on all manner of topics and you will need to help them find the answers.
- Keeping the library neat and tidy is an important part of the role
- Any problems, queries and comments from the public will need to be reported to the Volunteer Coordinator

**Skills and experience needed:**

- Reliability and flexibility to be part of a team of volunteers.
- Some computer experience would be ideal.
- Confidence to deal with customers and support them to use the library.

**What will I gain from the role?**

- The chance to be part of a team supporting your community hub library.
- The opportunity to meet new people.
- The chance to develop new skills.

**Support and training**

Before you begin volunteering we will make sure you have all the information and guidance you need to undertake the role.

Training will be provided in:

- Managing Information
- Safeguarding Children and Adults
- Equality and Diversity
- Health and Safety
- Library Operations

You and your team will be supported by a Library Development Officer who will answer queries and help the library to run smoothly.