

Dorset Library Volunteer Supported Session role

Purpose of role:

- to support the running of the library as agreed with Dorset Library Service by providing a friendly and helpful service to all members of the community
- to help customers access library facilities and library offers

Duties:

- 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 and other library services
- to help customers use the Customer Self Service kiosks.
- to undertake clerical duties associated with providing a library service, for example, shelving
- referring customers to library services as appropriate
- to liaise with the volunteer co-ordinator and library staff ensuring any necessary handover notes are recorded as appropriate
- to ensure the building is secure at start and end of day

Skills and experience:

- 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 as part of a team
- confident IT skills

Training:

- Dorset Library Service will be responsible for welcoming the volunteer into the library and providing induction training
- to attend meetings and training as required

Start of day procedure:

- unlocking, including deactivating and setting of alarms
- reading updates from the library team
- emptying the letterbox
- other start and end of day procedures, for example, setting up self-service kiosks and public computers

Customer service:

- 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 renewing items on loan, checking their records and reserving their books via [LibrariesWest](https://www.librarieswest.gov.uk) website
- directing customers to join the library via the library webpage and introducing the library and its facilities
- ensuring comments cards are given out if required
- ensure all data protection and equality requirements are met

Library duties:

- 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
- completing other stock related tasks
- ensuring health and safety policies are followed
- systems for passing necessary information to and from library staff are adhered to in relation to data protection principles

End of day procedure:

- advising customers that the library is closing
- closing windows and doors and ensuring building is safe to leave
- shutting down the public computers
- switching off all electrical appliances
- activate alarm and lock front door, securing the building