



Volunteer Role Description

Volunteer Library: Volunteer Library Assistant

This role involves providing help with Library stock, mainly putting returned items back on the shelves in the correct order, so that they can be borrowed again. When out on the Library floor, customers may ask you for help or information. This role will also involve assisting customers with the self-service machines. You may also undertake some minor stock repair work and be involved in preparing new and discarded stock items.

There will be opportunities to plan, prepare and deliver activities in your base library by establishing a regular event you run yourself. This will include events aimed at child, family, and adult audiences.

You will work alongside other volunteers in this role. As a volunteer role, you will also be ideally placed to promote volunteering opportunities within the library service.

This opportunity will suit someone who:

- Is flexible and able to help on a regular basis.
- Has good IT skills.
- Is able and confident putting items into alphabetical and numerical order.
- Is able and confident to talk to Library staff, volunteers, and customers.
- Has the ability to work without supervision.
- Is confident in assisting customers using the self-service machines.
- Is able assist customers with basic library enquiries.
- Has the ability to provide basic support to customers using the public access computers.
- Willing and able to follow library guidelines, policies, and procedures

The training programme for this role includes:

- Library Induction including Basic Health & Safety
- Using self-serve machine
- Preparing and supporting or running a library activity
- Equip you with skills that will enhance your opportunities for future employment.
- Manual handling training

We require all volunteers to attend training as part of their role. This may be delivered in a range of ways including attending organised training sessions, work shadowing and through supervision. Training may be delivered at a range of venues.

For more information please contact volunteer@redcar-cleveland.gov.uk