



# Volunteer Role Description

## Volunteer Library Assistant (Dormanstown Library)

This role involves being a keyholder, handling small amounts of cash and dealing with library book stock. This will include organising shelving, issuing books when required, undertaking minor stock repair and preparing some new and discarded stock items.

The ability to communicate confidently with a wide range of people is required, as, when on the library floor, customers will ask you for help or information regarding book stock and may also require assistance with the self-service machines.

There will be opportunities to plan, prepare and deliver activities in the library by establishing a regular event that you run yourself, or with others, and could include events aimed at child, family and adult audiences.

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

This opportunity will suit someone who:

- Is flexible and committed to help on a regular basis
- Is confident and comfortable to be a key holder and handle cash accurately
- 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 to assist customers with basic library enquiries
- Is able 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, keyholder responsibilities, etc.
- Cash handling procedures
- Using self-serve machine
- Preparing and supporting or running a library activity
- Equipping you with skills that will enhance opportunities for future employment
- Information security and data protection 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](mailto:volunteer@redcar-cleveland.gov.uk).