

Local Library Volunteer

WHERE?

This opportunity is available at the following libraries:

Bishopthorpe, Copmanthorpe, Dringhouses, Dunnington, Fulford, New Earswick, Poppleton, Strensall

WHAT WILL I BE DOING?

Everything and anything! Our smaller libraries are managed by one member of staff so really need the support of volunteers, You could be shelving books, helping pick requested books from the shelves, supporting someone using the PCs or helping someone use the self-issue machines.

HOW WILL I BE HELPING YOU?

You will be key to the efficient and friendly running of the building, ensuring that customers receive an excellent, prompt service every time they come into the building.

TASKS

You will carry out some or all of the following tasks, as needed:

- Assist staff by sorting the items on the returns trolley prior to returning them to the shelves.
- Help staff members to create attractive displays.
- Return books to shelves in the correct order; help keep the shelves tidy and the books in order.
- Pull together stock from booklists to fulfil customer requests, ready for staff to process.
- Help customers borrowing or returning books using the RFID self service machines.

VOLUNTEER OPPORTUNITY

- Support library staff by generally troubleshooting and supporting customers with their IT queries.
- Help customers perform searches and access particular websites on our PCs to find the information they want.
- Help customers with formatting, printing and other specific tasks on the public computers as required.
- Delete old items from the library catalogue ready for sale in one of our many book sales.

WHAT WILL I LEARN AND WHAT SKILLS DO I NEED?

- You need to have an ability to communicate and interact with staff and customers to provide library customers with the best possible service
- This is a physically demanding role which requires the lifting and carrying of books as well of lots of bending to put books back on low shelves.
- You should have good IT skills, including the use of tablets and e-readers
- An enthusiasm for the benefits of being online.
- An interest in sharing knowledge and skills.

HOW MUCH TIME DO I NEED TO COMMIT?

The time you would like to give as a volunteer depends on your preferences and the needs of the particular library where you would like to volunteer and its opening hours. The hours you give will be discussed and agreed with the library manager and may include evenings and weekends, depending on the activities you wish to support.

You will be invited to one of our Explore induction sessions which happen twice a year.