

Volunteer Role Description

<p>Bracknell Forest Council Library and Information Service offer a wide range of activities and events in addition to a comprehensive lending library information service.</p> <p>We want to increase use of our libraries. We want to reach many different users. We want to ensure that libraries continue to be a strong part of their local communities.</p> <p>Therefore, we welcome offers of voluntary help for all our regular and occasional activities.</p> <p>We appreciate interest in volunteering from anyone in Bracknell Forest and we offer opportunities for everyone to get involved.</p>	
Volunteer Role Title:	General Library Helper
Purpose of role:	<p>To help library customers get the best experience from libraries and library resources</p> <p>To help library staff in their support to customers</p> <p>To assist staff with management of all resources, with shelving and basic stock routines, etc.</p> <p>To help libraries continue as local community resources</p>
Who is this role ideal for?	<ul style="list-style-type: none"> • If you're enthusiastic about helping people to use library resources more fully • If you're confident dealing with a wide range of people, or want to increase that confidence • If you love reading and enjoy talking about books • If you're organised or like organising things
What will I be doing?	<ul style="list-style-type: none"> • Helping a wide of range of customers with general enquiries • Assisting any customer unfamiliar with using self-service terminals* • Assisting with issuing, returning, reserving and shelving books, where necessary • <i>Assisting customers with library public computers (optional: some training given)</i> • Other tasks as requested by the Supervisor and needed by library staff, within your ability and with training
What skills, experience, interests and knowledge do I need?	<ul style="list-style-type: none"> • Reliability and the ability to make a regular commitment to the library • Good level of literacy & numeracy • Good verbal communication skills • Understanding of the need for customer confidentiality • Interest in helping and understanding the needs of different customers, including children, young people, older people • Ability to carry books, move trolleys and accurately shelve books without supervision • Ability to use IT systems or to learn those (training and support will be given in use of self-service terminals, library management systems and library public computers)
What could I gain from my volunteering?	<ul style="list-style-type: none"> • Ability to use your skills in a different context • Improved experience and knowledge, including of library systems • Boost to your existing communication skills and confidence • Friends and social contact • Evidence for your CV • Reference for future employment, if needed

What times will I be needed?	See bracknell-forest.gov.uk/libraries/library-directory for opening times and locations.
How long will I be needed in this role?	We would appreciate a commitment for at least twelve months but are flexible in this.
Where is this role based?	At one of Bracknell Forest's Libraries, to be agreed between you and the Library Supervisor.
Will I be expected to travel?	Not usually, but volunteers can ask for reimbursement of reasonable expenses for travel.
What training will I be given?	<ul style="list-style-type: none"> • Induction, safety, safeguarding, general information about libraries • Confidentiality awareness • Operation of self-service terminals • Library Management System awareness • <i>Optional: familiarisation with libraries' public computers and helping customers with computer queries</i>
What support will I be given?	<ul style="list-style-type: none"> • Regular contact with Supervisor and Volunteer Coordinator • Support from library staff to understand and undertake role • Opportunity to meet with other volunteers
What do I need to do in order to volunteer?	<ul style="list-style-type: none"> • Provide us with your contact information including email • Attendance at an informal interview/meeting • Details of two references • Satisfactory completion of an Enhanced Disclosure and Barring Scheme check
How do I find out more?	library.volunteering@bracknell-forest.gov.uk
How do I apply?	Express your interest online at bracknell-forest.gov.uk/libraries/volunteer-your-library If your interest fits with the needs of library customers and of the Library Service, we will ask you to complete an Application Form.
What happens after I apply?	After we receive your Application Form, you may be invited to meet with Library staff; this process may take a few weeks. If your volunteering application is successful, once we have your references and a satisfactory DBS check, we will agree your training and session start dates/times for your role.

* Self-service terminals to enable customers to self-issue and return books and other library resources, are being installed in all Bracknell Forest Council libraries during 2018. Training in how to use the terminals and in how to encourage all customers to use them will be provided to volunteers.