

# SSO Volunteer Role Profile

## Role: Self-Service Volunteer / Library Support Volunteer

**Supervised by:** Library Customer Services Manager or Assistant Library Customer Services Manager

Self-Service Opening allows eligible library card holders to use our libraries during unstaffed opening hours. This service uses technology which allows us to keep the libraries open for longer.

The aim is:

- To provide fast efficient customer service
- To enable access to library services in unstaffed hours

## The role of the volunteer

This is a supporting role within libraries to:

- Meet and greet our customers in a welcoming manner
- Help people to find their way around the library
- Assist with any questions or enquiries customers may have
- Refer complex enquiries to library staff
- Ensure that the library is always an inviting space by shelving returned stock, tidying shelves, and refilling paper trays in the photocopier/printer
- Assist customers to log on to the public computers and Wi-Fi as required and to provide basic IT support
- Assist customers to locate stock on the library catalogue and to reserve items
- Explain to customers how to join the library and dealing with queries about Self Service Opening
- Promote library services and events and online resources
- Empty self-service machines and trolleys and to identify stock in need of attention to staff
- Help customers use Self-Service kiosks and library equipment

## Skills and attributes required for this role

- An outgoing and friendly personality. You should be able to communicate with a wide range of people of all ages, races, cultures and abilities.
- Be self-motivated and able to operate without direct supervision
- Patience to support people who are learning something new
- Able to remain calm when faced with *difficult* situations
- Good IT skills
- Good literacy and numeracy skills
- Keen to learn new skills
- An awareness of facilities and resources in a public library



- In this role you will be on your feet most of the time. The role includes some lifting: shelving stock on low and head height shelves and bending to empty self-service machines. Trolleys are used for shelving and are pushed around the library and to the relevant shelves/area. Shelves are usually no more than 6 feet high. Volunteers are expected to shelve stock and be reasonably fit to do this.
- A basic understanding of health and safety and an awareness of building hazards

## **Potential outcomes for the volunteer**

- You will learn new skills and gain experience of working with a large variety of users within the community
- Engagement with your local community and the satisfaction of helping others
- You will gain an understanding of how library services work
- You will receive any training necessary and ongoing support from experienced staff
- After an agreed period of volunteering, the library service will provide you with a reference
- Experience you can mention on your CV. Volunteering is highly valued by employers.

