Medway Libraries Volunteer Role Profile

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| Role description | Home Library Service volunteer |
| Location | Libraries as and where required |
| Duties | * Collect books and other stock from the library for customers on the round
* Deliver the items and collect the ones that the customers have finished with
* Return the items to the library
* Inform the library staff of any changes to the customers’ requirements and pass on requests for specific titles / authors / subjects
* Occasionally help with consultations for this client group
* Be happy to stop for a chat with the customer if a friendly relationship develops
* Undertake any training necessary to the activity

Nb The volunteer will be required to lift and carry boxes / bags of books between the library / car / customers’ homes |
| Desirable skills | * Be supportive of the Library Service and promote its activities
* Be reliable and dependable
* Enjoy engaging with people, particularly those who are older or have disabilities
* Be confident and patient with people who are older or disabled
* Be happy to work as part of a team with staff and partners
* Have an interest in and be prepared to promote books and reading
* Be a good listener
* Be able to use own initiative
* Have a commitment to equal opportunities and diversity
* Must have access to a car and hold a clean driving licence
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| Timetable | One session, usually once a month – to be agreed with Librarian / Senior Library Assistant in charge, **however**, the volunteer must be prepared to commit to a regular time / day for their visits |
| Reporting/supervision | Librarian / Branch Manager |
| Library link person | Tba |
| Training & induction | The supervisor or a designated member of staff will carry out an induction to the library including health & safety, fire procedures, attendance, punctuality, absences and facilities. |

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|  | Staff in the library will provide information regarding the customers on the round, including addresses, location and access information where needed. |
| Induction pack | The volunteer will receive an induction pack which includes the welcome letter, volunteer policy, code of conduct, expenses payable, expenses set up form and expenses claim form. |
| Statistics | The library staff will record the number of hoursvolunteered each month |
| Review date | October 2024 |