

# CAISTOR ARTS & HERITAGE CENTRE

## VOLUNTEER ROLE – Library Volunteer

Role Title	Library Volunteer
Purpose	The library is an integral and important part of 28 Plough Hill. Our library volunteers supplement the work of the LCC library staff and enable enhanced access to the community by opening 7 days a week. Service with a smile is king and we need to ensure all customers have an enjoyable visit and will wish to return.
What you will be doing	<ul style="list-style-type: none"> <li>• Assist library members in the use of the self-service book lending system.</li> <li>• Assist library members to log on to the library computers.</li> <li>• Assist customers in the use of the photocopier/printer.</li> <li>• Issue library cards previously prepared by LCC library staff.</li> <li>• Use forms provided to enrol new members, reserve books and take enquiries which need to be handled by LCC staff.</li> <li>• Enable manual borrowing of books in the event of self service machine breakdown, or when membership card is not to hand.</li> <li>• After training, re-shelve returned library books in accordance with library processes.</li> <li>• After full training, operate the chair lift for frail or disabled customers either using the library or accessing the upper level.</li> <li>• Maintain tidy appearance of the library.</li> </ul>
Skills, experience and qualities needed	<ul style="list-style-type: none"> <li>• Friendliness (smile!)</li> <li>• Ability to interact with customers and visitors</li> <li>• Being part of a team</li> </ul>
When and where	The Centre is open 7 days a week. The library hours are from 0900 – 1900 on Monday, 0900 – 1700 Tuesday, Wednesday, Friday and Saturday, 0900 – 1800 on Thursday and 1000 – 1600 on Sundays. You will be based at 28 Plough Hill, Caistor. Volunteering can be flexible, but we do ask at least a 4 hour commitment per week. The Library is closed on Bank Holidays.
Support offered	All volunteers over the age of 16 will be covered by our insurance whilst spending time with us. We have a Volunteer Manager who will be your line manager and take care of your induction. Library training will be given by the LCC library staff prior to beginning your volunteering. Each volunteer will be given our Volunteer Handbook which contains all of our policies and what you can expect from us and what we expect from you. New volunteers are able to shadow a more experienced volunteer until they feel confident about taking on a session on their own.
What you could get out of it	<ul style="list-style-type: none"> <li>• Meet new people</li> <li>• Learn new skills</li> </ul>

	<ul style="list-style-type: none"> <li>• Be part of something worthwhile</li> <li>• Help our community</li> <li>• Help secure the future of the Centre</li> <li>• Training opportunities</li> </ul>
Other information	Volunteers will need to apply and be interviewed with our Volunteer Manager and be 16 years old or over and may require to be CRB checked. Our aim over time (best practice) is to train all of our library assistant volunteers in first aid, and health and safety training. Currently also looking at ways of providing customer service training.
What to do if you're interested	Contact info: T: 01472 859047 ask for Carol Mackenzie email: caistorartsandheritage@gmail.com