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**Dorset Library Service**

**Volunteer Coordinator Role Description:** Volunteer Supported Session – Volunteer coordinator

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| **Purpose of role:** | * To support the running of the library as agreed with the Library Service, by providing a friendly and helpful service to all members of the community
* To help library users get the most out of their library
* To support the volunteers, train and coordinate volunteer rotas
* To communicate information, training and updates to the volunteers.
* To communicate and liaise with library service Team Leader.
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| **Duties:** | * To offer a friendly welcome to all members of the community using the library
* To help library users’ access and use: books and other stock / information / computers / other library services
* To help customers use the Customer Self Service Machines
* To undertake clerical duties associated with providing a library service e.g. shelving
* Referring library users to the library service as appropriate
* To liaise with the volunteers / library staff as appropriate
* To make sure the building is secure at start and end of day
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| **Skills & Experience:** | * Able to communicate effectively
* Warm, friendly, and patient personality
* Reliable
* Self-motivated and enthusiastic
* Flexible
* Committed to community supported libraries as part of Dorset Council’s Library Service
* Happy to undertake training and deliver training to volunteers as required
* Able to relate to people from a wide range of backgrounds
* Happy working as part of a team
* Confident with IT skills
* Coordinating or managing team’s experience
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| **Training:** | * Dorset Library Service will be responsible for welcoming the volunteer coordinator into the library, providing induction training
* To attend meetings / training as required
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| **Start of day procedure** | * Unlocking, including deactivating, and setting of alarms
* Reading notes from library staff
* Empty letterbox
* Other start and end of day procedures e.g. setting up

Customer Self Service Machines * Opening the public computers
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| **Customer Service** | * Welcoming customers
* Answering the telephone
* Advising customers on the Customer Self Service system and assisting as required
* Assisting customers with choosing books, finding information and use of public computers
* Answering reader enquiries
* Advising customers of other Library and Council services
* Publicising and promoting any library promotions for adults and children to library customers
* Assisting customers with:
* renewing items on loan
* checking their records
* reserving their books via [LibrariesWest](https://www.librarieswest.org.uk/client/en_GB/default) website
* Directing customers to join the library via the library webpage and introducing the library and its facilities.
* Ensure all data protection and equality requirements are met
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| **Library Duties** | * Ensuring the library is kept in a welcoming, tidy, and safe condition
* Reporting any problems to the appropriate person if necessary
* Keeping the Library staff informed of any problems or concerns
* Shelving returned books
* Keeping displays stocked
* Completing other stock-related tasks
* Systems for passing necessary information to and from library staff are adhered to in relation to data protection principles.
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| **End of day procedure** | * Advising customers that the library is closing
* Closing windows and doors and ensuring building is safe to leave
* Shutting down the public computers
* Switching off all electrical appliances
* Activate alarm and lock front door – securing building / passwords / keys
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