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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. |
| **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 |
| **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 |
| **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 |
| **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 |
| **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. |
| **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 |