

What is my role as a Library Assistant?

As a volunteer, your primary role is to provide a public library service and some associated services. Our aim is to create a safe, pleasant environment for volunteers and library users. You will always have at least one other person on duty with you at any time and will be supported by the LCC library call centre, as well as the GGCL volunteer co-ordinators and management committee.

What makes an ideal volunteer?

An ideal volunteer is someone who :

- Is able to make a regular commitment ie weekly or fortnightly, negotiable with the session leader.
- Is happy to engage with a variety of people of all ages and can demonstrate patience and understanding
- Wants to work as part of a team
- Enjoys reading and finding out information
- Has a commitment to the equality and diversity of the local community

What are my duties as a library assistant?

This will include:

- Issuing and returning books using the LCC IT system
- Assisting with the location of books and other resources
- Providing general information about library services
- Notifying users of the arrival of requested items
- Shelving resources and general tidying
- Supporting other library activities as agreed, eg maintenance, IT, displays
- Providing ideas and suggestions to improve library

What qualities do I need?

- Communication and interpersonal skills
- Organisational skills
- Literate (English Language) and numerate
- Physical ability to move books and trolleys
- Adaptable and flexible
- Able to work with minimal supervision

What training and support will I have?

- Induction and training will be provided for all volunteers
- Additional support will be provided by session leaders, volunteer co-ordinators and by telephone with our LCC Library call centre
- A handbook will be available in the library for guidance
- Additional training will be arranged as required

What is the role of a session leader?

Session leaders are library assistants with additional duties, such as:

- Opening and shutting the session on time.
- Checking the rotas for the session and calling upon additional volunteers if necessary. Some volunteers have agreed to be available at short notice.
- Helping to induct and support new library assistant volunteers.
- Completing the awareness book for your session, following up or passing on any concerns to the GGCL management committee.