

Volunteer Role Profile

Role: Volunteer Study Assistant

Supervised by: Library Customer Services Manager or Assistant Library Customer Services Manager

Barnet Libraries study space allows customers to use designated spaces as part of libraries combined services. The aim of this activity is:

- To provide friendly and efficient customer service
- To monitor use of the space ensuring it is being used correctly
- To provide basic information about the library when faced with customers

The role of the volunteer

This is a supporting role within libraries to:

- Ensure customers are using study spaces as intended
- Monitor the study space and ensure customers are aware of the guidelines
- Ensure furniture is kept in the correct place
- Refer unacceptable behaviour to library staff
- Assist with general enquiries
- Refer more complex enquiries to library staff
- Encourage and explain to customers about joining the library, and available resources
- Put stock back onto the shelves in the correct order, so that customers and library staff can locate it easily
- Ensure that the library is always a welcoming and inviting space by tidying shelves, as necessary
- Empty self-service machines and trolleys during quieter periods



Skills and attributes required for this role

Apart from an outgoing and friendly personality there are no specific skills necessary for this volunteer role, but the following would be useful:

- You should be able to communicate with a wide range of people of all ages, races, cultures and abilities.
- Be self-motivated and able to operate without direct supervision
- A basic level of numeracy and literacy
- Keen to learn new skills

This post includes some lifting: shelving stock on low and head height shelves and bending to empty self-service machines. Trolleys are used for shelving and are pushed around the library and to the relevant shelves/area.

Shelves are usually no more than 6 feet high. Volunteers are expected to shelve stock and be reasonably fit to do this.

Potential outcomes for the volunteer

- The volunteer will gain experience of assisting a large variety of users within the community
- The volunteer will gain an understanding of how library services work
- The volunteer will receive any training necessary and ongoing support from staff

After an agreed period of volunteering, the library service will provide the volunteer with a reference

