

Stoke Gifford Retirement Village

This library is a brand new facility and joint venture between the Extra Care Charitable Trust and South Gloucestershire Council offering a library service to both residents and the local population. The library is one of a number of services sitting alongside a restaurant, shop, hair salon, gym, games room and village hall. The library has a full range of stock for all ages including audio books and DVDs, free access to IT and Wi-Fi. It also acts as an access point to libraries in the LibrariesWest consortium with over 2.5 million stock items available to borrow, enquiry service and 24/7 online resources. To offer a good range of opening times, we are looking for volunteers to manage the library, providing a friendly and helpful service to all and helping users get the most from the resources available.

Role: Volunteer Library Co-ordinator.

To act as the main point of contact for the volunteers, including organising rotas and providing support.

Main duties:

- Advising and supporting the library volunteers
- Organising the volunteer library assistant rota to cover the advertised opening hours
- Arranging cover for volunteers in the event of holiday or sickness
- Acting as main point of communication and contact between volunteers, library staff and Retirement Village staff
- Helping with the ongoing training for volunteers in their induction and carrying out library tasks in conjunction with the local South Gloucestershire Librarian.
- Attending training sessions relevant to the role as noted below.
- Ensure that everything is organised to offer the full range of library services and keep volunteers informed of any changes to services.
- Keeping the local Librarian up to date regarding system issues, procedural or policy queries as well as equipment failures.
- Liaise with the Retirement Village Management with concerns about health and safety issues that need to be addressed immediately.
- Able to understand and perform all the library volunteer tasks.

Skills, qualifications and knowledge:

- An ability to get on with people, particularly older people and children
- Good communication and listening skills
- Patience, flexibility and sense of humour
- Enthusiasm for books, audio books, DVDs and promotion of reading
- Willingness to help customers to use simple self-service equipment
- Enough knowledge of computers to help customers get on-line, access their account and explore the eResources available
- An interest in and commitment to the library service and the work of the Extra Care Charitable Trust

Role: Library volunteer.

Main duties:

- Offer a friendly welcome to all members of the community using the library
- Assist customers to join the library and take out material
- Assist customers with using the self service equipment to issue, renew and return items, check their account and make payments
- Shelve stock and keep the library in a safe and tidy condition
- Refer customers who need further information or support to local library staff
- Help library users to search the catalogue online and place requests
- Help customers to log on to the public access computers
- Help customers to use the Enquiry Service

- Report to the Library Co-ordinator and liaise with library staff and Retirement Village staff as appropriate
- Open and close the library according to Opening Hours
- Attend training sessions relevant to the role as noted below.

Skills, qualifications and knowledge:

- An ability to get on with people, particularly older people and children
- Good communication and listening skills
- Patience, flexibility and sense of humour
- Enthusiasm for books, audio books, DVDs and promotion of reading
- Willingness to help customers to use simple self-service equipment
- Enough knowledge of computers to help customers get on-line and access their account
- An interest in and commitment to the library service and The Extra Care Charitable Trust

Additional information for both library volunteer roles:

- Ability to undertake the physical aspects of the job including shelving and counter work; lifting and carrying of books and other materials.
- **Undertake training** in the main duties as required. This will include:
 - Induction to the building, Health and Safety guidelines, data protection and safeguarding.
 - Library administrative routines
 - General library services and work of the Retirement Village
 - The library management system and catalogue
 - Use of library Self-service machines, IT Wi-Fi and online resources
 - How books and other materials are arranged and shelved.

Training will be provided by the Library service directly and also the Retirement Village as the host body. All materials necessary to the tasks will be provided. The Council will reimburse any incurred and agreed travel and associated costs.

- **What's in it for you?** This is a great opportunity to gain experience in working within a customer focused environment and would be useful for people wishing to update their CV and looking for job experience. Or you may be looking to give your time and expertise to support your local community through helping to provide a great library service for everyone. It is a happy, vibrant place to work with brand new facilities and the chance to meet a wide variety of people and really make a difference to people's lives.
- **References and Disclosures:** Volunteers are appointed subject to an application / interview process and satisfactory references.
- Disclosure and Barring Checks may be required for those volunteers who want to visit housebound readers in their own homes. The DBS helps safeguard you and our customers. DBSs are arranged and paid for by the library service.
- **Commitment:** Ideally, in order to keep skills refreshed, a library volunteer would be available for a minimum of three and a half hours (one session) per fortnight.
- It is envisaged that the volunteer library coordinator would spend up to two sessions per week (7 hours per week) at the library. This position could be shared amongst two people.
- The exact number of hours that the new library will be open is expected to be around 20 hours per week. The shifts can be set in a weekly or fortnightly pattern depending on availability of volunteers.

Information on Stoke Gifford Retirement Village can be found at www.extracare.org.uk/stoke-gifford-village and for the library service www.southglos.gov.uk/libraries

For further details and an application form, please contact Gabrielle Suddell, Group Librarian on 07860 181 238 or by email libraryvolunteers@southglos.gov.uk