



BIDFORD COMMUNITY LIBRARY

VOLUNTEER ROLE DESCRIPTION



Premises

- Ensure the library is opened and closed and made secure and alarmed and that all escape routes are checked and kept clear. All lights and equipment are turned off and windows all closed in ALL areas. Refer to Procedure Manual for detailed instructions

Note that during school holidays we are responsible for the locking and unlocking of the perimeter gates. **It may be necessary to ask a BCL Director for the appropriate codes**

- Report any issues regarding maintenance of the building to a BCL Director (Elisabeth, if she is in her office) and note details in the Day Book

Dealing with the Public

- Ensure all customers / readers feel welcome when they enter the library, engaging in conversation where appropriate. Remember most of our customers can choose to go elsewhere and we want them to come back to us
- Remember to wear name badges
- If the library is particularly busy it may be necessary to apologise for any delay. Remember to remain professional and friendly even with 'disgruntled' customers!
- Answer the telephone in a clear and professional manner. Take any messages / notes when necessary

Daily Procedures: Counter

- It is important to read and regularly check the Procedures Manual for guidance and updates. Contact Leamington Hub using the dedicated library help line (Mon-Fri) or the main Leamington number (Sat only) if necessary
- Issue materials using the V-Smart Air (Library Management Software) scanning system
- Return and Issue books and other library stock
- Receive items returned by customers and either return them to our own shelves or to other libraries as requested (using white slips) and appropriate blue box

- Place items requested by other libraries (identified through the Picking List sent from Leamington Hub or triggered by the LMS when returned by a customer) in appropriate blue box (using green slips)
- Deal with telephone enquiries (which may vary from renewing a book, enquiring about an event or booking a computer course)
- Keep the counter area tidy
- Update the various record sheets

Daily Procedures: Stock

- Process and shelve all returned stock appropriately. It is VITAL that stock is shelved in exactly the right places and appropriate guidance is available in the procedures manual. The directors can provide additional guidance
- Shelf checking (i.e. tidying and sorting books into correct order) needs to be undertaken constantly
- Items which have become damaged should be sent to the Hub in Leamington
- Volunteers are encouraged to create book displays; this can be very useful to highlight specific areas of stock at certain times of the year

Income

- Collect fines on material that is returned late and charge for materials which are loaned on a chargeable basis. Note this income on the Daily Income Sheet
- Collect and record any additional monies that may be generated in the use of the library (e.g.. computer, photocopying & printing charges, advertising, donations) issuing receipts when necessary (Receipt Book is kept in the till drawer)
- At the end of each day, monies must be counted and totals entered on the Daily Income Sheet which should then be filed. Each day's money should be bagged and labelled and kept in the safe. The float should be separated and kept in another bag for next day

Additional Duties & Responsibilities

- Record any queries in the Day Book, adding your name and the date so that the appropriate Director or other volunteer can respond
- Assist users in finding book stock etc and assist them with information seeking using the online facilities available
- Enrol new readers, either by showing them how to do this online (using instructions found in the manual) or V-Smart Air but **only** if they haven't got an e-mail address
- Help readers to place requests online (instructions in manual)

- Check that new notices and leaflets comply with BCL Display of Posters and Leaflets Policy
- Check noticeboards and leaflet stands for out of date material
- Record hourly footfall on appropriate sheet
- Record computer usage and money collected on the appropriate sheets
- Volunteers are encouraged to create and support events and activities to help promote the library
- Some volunteers may like to actively become involved in fund raising activities on behalf on BCL
- Report any ideas, issues or problems to a Director
- Contact the photocopier engineer when necessary
- Ensure that open / closing procedures are followed when required to do so
- Take out / bring in the waste / recycling bin on appropriate day
- Liaise with the Director responsible for the rota (Chas) regarding availability and change of shift etc, even if you find your own cover Chas needs to know
- Attend training sessions and Volunteer Meetings whenever possible
- Familiarise themselves with the Instruction Manuals and keep up-to-date with new procedures
- Familiarise themselves with Health & Safety Policy, in particular regarding their responsibilities to themselves in areas such as manual handling and with their own safety
- Familiarise themselves with the Fire Procedure Policy and take part in the school's Fire Drills when required to do so
- Be aware of, familiarise themselves with and carry through BCL policies
- Be aware of confidentiality and sign the Confidentiality Agreement
- Volunteers should be aware of safeguarding issues and be familiar with the BCL Safeguarding Policy.