

Slough Libraries General volunteer role description

Overview

Be at the heart of your local community, offering our customers a warm welcome and helping them make the most of their library visit. This is a great opportunity for booklovers to share their enthusiasm for reading and support our library team to keep our stock collections tidy, well-organised and appealing. Training and ongoing support from the library team will be provided.

Tasks could include:

- Welcoming and directing customers
- Tidying book shelves
- Finding books to fulfil stock reservations
- Chatting to customers about books and helping them find what they are looking for
- Promoting library activities, events and resources

(with guidance from staff)

Requirements for the role

Skills/ Abilities	Essential/ Desirable
1. Enjoys engaging with people of all ages 2. Able to work as part of a team	All Essential
3. Interpersonal skills including: <ul style="list-style-type: none"> ○ good communication, verbal and written ○ commitment ○ reliability ○ approachable manner ○ patience ○ polite and friendly ○ enthusiastic and encouraging 	All Essential
4. Methodical and accurate, with good attention to detail 5. Good standard of literacy 6. Is interested in books, reading and libraries	All Essential

Skills/ Abilities	Essential/ Desirable
7. Fluency in English - the ability to converse at ease with customers and provide accurate spoken English	
8. IT skills –ability to search the online catalogue and use digital resources	Desirable