Community Library Volunteer

Will you join us in making the library a fun and vibrant place to be? We are looking for volunteers who are enthusiastic about libraries and enjoy working with people of all ages. As the first point of contact for people when they come into the library our library volunteers provide a warm welcome to our customers, providing assistance when needed.

What you will do

- Meet and greet all customers making everyone feel welcome
- Promote the use of self-service machines to our customers
- Assist customers to log on to the public computers and Wi-Fi as required
- Assist customers to book sessions on the public computers
- Check the library catalogue and reserve items
- Join people to the library
- Check customer records and provide PINs
- Help people find the books they want
- Promote library services and events by handing out literature and talking to customers
- Keep the library tidy and attractive by shelving returned stock and displaying books
- Refer library users who require more detailed assistance to library staff in other branches
- Support and facilitate events and activities with community groups in the library

You will love this position if you

- Are looking to take on a senior volunteer role
- Enjoy engaging with a variety of people of all ages
- Can work independently
- Are patient and understanding
- Are committed to the equality and diversity of the local community
- Enjoy working with people and working as part of a team
- Enjoy reading and finding out information

Skills required

- Confidence when speaking to people
- Good communication, interpersonal and organisational skills
- Be positive and cheerful

www.enfield.gov.uk/libraryvolunteering
• Be punctual and reliable
• Competent IT skills
• Good literacy and numeracy skills
• The ability to learn and take on new challenges
• Physical ability to move library resources and trolleys
• The ability to work with minimal supervision
• An awareness of facilities and resources in a public library

What’s in it for you?

• Training, guidance and support from experienced staff
• Gain new skills and work experience around customer care and working in a professional setting
• Meet new people and engage with your local community
• Have fun while learning new skills and helping others
• Gain work place skills in team working and communication
• Volunteering can also help you stand out from the crowd which can make you more desirable to prospective employers
• Experience in team building, communication, customer service and supporting others to put on your CV
• A reference for you when you apply for a job

What do you need to know?

• Where will it be? This role will be based at one of our community libraries across the borough - Angel Raynham, Bowes Road, Bullsmoor, Enfield Highway, Enfield Island Village, Fore Street, John Jackson, Oakwood, Ponders End, Ridge Avenue, Southgate or Winchmore Hill
• When can I start? As soon as you would like to, once you have completed the necessary training
• How much time will it take? We can be flexible with the time and dates you can commit to this volunteer role but we would appreciate a minimum of 4 hours a week commitment over your time volunteering with us
• Travel expenses can be reimbursed if required
• Previous library volunteers have successfully interviewed and are now employed in Enfield Libraries

If you are interested in the role please apply via our volunteer page

www.enfield.gov.uk/libraryvolunteering