Library Support 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, talking to customers and creating displays
- Keep the library tidy and attractive by shelving returned stock
- Refer library users who require more detailed assistance to library staff
- Support and facilitate events and activities with community groups in the library

You will love this position if you

- 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
- Would like to grow in confidence and develop skills in customer service
Skills required

- Confidence when speaking to people
- Be positive and cheerful
- Basic IT skills
- Good literacy and numeracy skills
- The ability to learn and take on new challenges
- An awareness of facilities and resources in a public library

What’s in it for you?

- Training, guidance and ongoing support from experienced staff and volunteers
- Gain new skills and work experience around customer care and working in a professional setting
- Meet new people and make friends
- 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 four hub libraries – Edmonton Green, Enfield Town, Ordnance Unity Centre or Palmers Green
- 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