



## Volunteer Role Description

### Home Library Service

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A Home Service Library Volunteer helps the Library Service by providing service to the housebound.

#### What's in it for you?

- Gain experience of working with different age groups
- Volunteering as part of a team in a fun and dynamic environment

#### What's Involved?

With guidance from library staff, the volunteer will:

- Assist with finding books and resources. Wherever possible, or relevant, volunteers will be encouraged to choose books for their Home Library Service customers (some volunteers may opt only for this book picker role)
- Assist with stock maintenance and re-shelving books
- Help deliver books to the housebound (driver)
- Ensure that the customer's profile is kept up to date by informing library staff of any relevant changes to their requirements
- Help with any consultation with this group of customers
- Report any concerns about Home Library Service customers health, safety and wellbeing, to the Volunteer Manager
- Ensure that customers receive equal access to a range of services provided by Libraries.

#### This role will suit people who

- Have the ability to communicate effectively, verbally and in writing, with library staff, other volunteers and members of the public
  - Have a basic understanding of how the Library Service operates, either in general terms or from personal experience
  - Have the ability to communicate and engage with people of all ages, races, cultures and abilities
  - Are a reliable, confident and responsible individual, with enthusiasm and effective interpersonal skills
  - Have the ability to cope with the duties and responsibilities of the role and the associated environment, including an understanding of health and safety
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- Have a patient and approachable manner
- Have an understanding of and ability to maintain confidentiality and hold a clean driving licence (Driver role)
- Are able to follow guidelines/instructions

## Extra Information

<b>Your place</b>	KCS (Kenilworth Community Services) based at Kenilworth Library
<b>Time commitment</b>	Home visiting/driver: ½ - 1 full day per month Office based: 2 – 3 hours weekly
<b>Volunteer Manager</b>	Debbie Bennett - KCS
<b>Training/Resources</b>	You will receive a 2 hour Induction prior to starting your volunteering. Upon completion of this you will be provided with corporate volunteering wear.

## About Warwickshire Library and Information Service

The Library and Information Service is a vital community resource available to everyone whatever their age, tastes, needs and interests. Our libraries are comfortable welcoming places open throughout the week and weekends, with our mobile libraries taking much needed resources to rural and urban areas.

Our aim is to provide a service, which offers the people of Warwickshire, libraries that they value and use on a regular basis. Reading and learning, lending, and reference along with online services will be at the core of what we offer, and our libraries will become centers of excellence and remain at the heart of the local community. We will be the “front door” for local council and community services countywide.

