

CAISTOR ARTS AND HERITAGE CENTRE

Role Description : Library Volunteer

CAHC exists to enrich the community of Caistor and surrounding area with experiences of heritage, art, culture and knowledge in a welcoming and encouraging environment. The operation and development of the Centre, the Charity and its' activities, events and hospitality rely considerably on the support of volunteers at all levels.

- The library is an integral part of CAHC and is run solely by a team of volunteers to enable enhanced access for the community by opening 7 days a week.
- The service you offer will ensure all visitors have a successful and enjoyable visit to the Library and Centre as a whole.

What you would achieve:

- Learn new skills, tackle a challenge, enjoy meeting new people.
- Experience of benefiting your community and securing the Charity's future.

What the role involves:

- Assistance for library members using the self-service system.
- Assistance for members using the library computers or photocopier/printer.
- Issue of library cards to allow customers to enrol for the library service using the direct line to the Customer Service Centre in Lincoln.
- Shelving returned books as required by the library system.
- Using the Spydus Lite computer programme to manage stock rotation, shelf checks and reservations for customers at Caistor.
- Maintaining the tidy appearance of the library.
- Giving information and general help to visitors in the whole Centre.
- Attending training and volunteer/staff meetings.
- The Centre is open 9-4 Monday to Saturday and 10-4 Sunday and Bank Holidays. Volunteering can be flexible but usually involves either a morning (9-1) or afternoon (1-4.30) commitment.

Skills, experience and qualities preferred:

- Welcoming and friendly manner
- Confidence and initiative, willingness and commitment
- Understanding of discretion, diversity, and equality issues.
- Confident ICT skills

Support offered:

- Induction and ongoing line supervision management by the Volunteer Coordinator and Centre Manager.
- Library training by GLL staff, and shadowing opportunities before role begins.
- Volunteering handbook, and volunteer/staff meetings.
- Annual review of role and training opportunities.
- Procedures available for working safely, resolving difficulties, contributing to the development of the Centre.

Contact: Centre Manager/Volunteer Coordinator 01472 851605

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