



JOB TITLE Streetly Community Library Meeter and Greeters

SERVICE AREA Leisure, Culture and Operations

SECTION Libraries

LOCATION Streetly Community Library

GRADE Volunteer

PURPOSE OF ROLE:

To meet and greet customers of Streetly Community Library, ensuring a welcoming environment and assisting them to find and use facilities and resources within the community library in line with Corporate policies for Health and Safety, Equal Opportunities and Protection of Information

RESPONSIBILITY LINKS

Reports to: Library staff

Responsible over: None

SPECIAL CONDITIONS:

A regular time commitment of at least 2 hours per week, as agreed with the Library Site Manager

In line with data protection requirements volunteers will not access live borrower databases

Volunteers will not receipt cash directly on behalf of the Council.

Allowances are not payable in this role.

Volunteer badges must be worn at all time

An established member of library staff must be available at all times volunteers are on duty.

MAIN DUTIES:

Work responsibilities

Provision of a high quality service in line with the library service ethos, aims and objectives and the council's vision and values

- To meet greet and welcome customers to the building ensuring they are supported throughout their visit.
- To ensure that an excellent and consistent standard of customer care is promoted to all users of the service and that children and families are made particularly welcome
- To respond to customers enquiries about accessing services and activities within the Community Library recognising when to refer to more experienced colleagues and with due regard to the Data Protection Act and Freedom of Information.
- To actively promote the enjoyment of reading books and of learning to customers.
- To assist users with the use of all self service library facilities.

- To be a positive advocate for the Community Library and regularly assist in promotional work
- To ensure the excellent presentation of the Community Library, its resources and staff.' Including the shelving and tidying of stock.
- To undertake any other appropriate duties to support library staff.
- To maintain excellent communications with other members of the team, and by participating in the team briefing process.

Qualities

Excellent customer care

Good communication skills

Be self motivated with good organisational skills

Must be customer focused

Good presentation and hygiene essential

Must be comfortable around all library users, children and adults- being aware of equality issues and sensitive to the needs of others.

Recognise the support nature of their duties and when to refer to library staff for help.

Training and Support

All volunteers to be given a library induction and Risk Assessment. Support and training is provided

All volunteers will attend a six monthly review meeting

Contact and relationships

To work with other staff to achieve the objectives of the Library Service Business Plan and local plans

To immediately seek advice from staff on issues which cannot be resolved

To refer promptly to a staff member inappropriate behaviour from customers which contravenes the council's Core Values and Code of Conduct

To respect and value all colleagues

Finance

Volunteers should not take responsibility for any financial matters. With regard to funding raising this is in consultation with the Library Site Manager and approval must be given

Building and equipment

To assist staff in ensuring at all times the physical security and correct use of Council equipment

To report to the staff any building maintenance issues and health and safety matters

To be responsible for own personal Health and Safety and that of colleagues and customers as directed by Council policies

Date prepared: Rita Mills 4/4/17