

# Solihull Libraries

## Volunteering



## Library activity volunteer

### Purpose

To help staff to extend and enhance the library service to customers by giving support for library activities.

### Duties/What's involved?

- Welcoming library customers
- Promoting the library service and events in the community
- Supporting and helping in the organisation and delivery of library activity sessions such as craft groups, visiting speakers, one-off events etc.
- Helping to prepare the event, to set up the library and to tidy up afterwards
- Preparing and offering refreshments

### Skills and experience

We do not require volunteers to have special skills or experience, but this role would suit someone who has the following qualities:

- Ability to work alone or in a team
- Supportive of the library in its commitment to making the service accessible and welcoming
- Good communication and interpersonal skills
- Enjoy dealing with people from all backgrounds with patience and flexibility.

Please note this is not always a physically active role, but it may involve some moving of library furniture.

### Personal Development Opportunities

- Meet new people and engage with your local community
- Experience of working with the public

### Training and support

All volunteers undertake a welcome and induction session. Support and training is provided, relevant to the volunteer role.

### Time commitment

Flexible and by arrangement with the Library Manager or member of staff organising the activity.

### Location and supervision

Location - Various libraries

Supervision - Library Manager or staff supervising the activity.

# Solihull Libraries

## Volunteering



All volunteers are expected to commit to the following:

### Safeguarding

Solihull Council is committed to keeping children, young people and vulnerable adults safe. The volunteer is responsible for promoting and safeguarding the welfare of the children, young people and vulnerable adults for whom she/he is responsible or comes into contact with.

### Health and safety

Health and safety laws require all volunteers to help the Council maintain and improve health and safety standards. This means that the volunteer must take reasonable care of his/her own and others' health and safety and co-operate with any reasonable request to support the Council, managers, employees and other volunteers, in meeting their health and safety legal responsibilities. All duties and responsibilities must be carried out in line with the Council's Corporate Health and Safety Policy and any local safety procedures.

### Equal opportunities

Solihull council is committed to Equal Opportunities and expects all staff and volunteers to recognise and value differences and to treat everyone with dignity and respect.

### Core Behaviours

**Excellence** - With enthusiasm, you work to deliver a high quality service to meet customer, organisational and personal expectations. You adopt a 'can do' attitude in all of the work you deliver, ensuring it meets the needs of current and potential customers.

**Simplicity** - You actively seek ways to prevent over-complication or confusion, by adopting the most simplified approach to work. You communicate clearly and concisely, ensuring that the message is understood by all.

**Trust and Respect** - You are aware of your impact on others including confidentiality. You value openness and listen carefully to understand the views of others. You promote the values of diversity and actively work to minimise any harm caused to others in order to foster an environment of mutual trust and respect.

**Working Together** - You work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or the communities we serve.

**Responsibility** - You take ownership for your work and you use your initiative to deliver. You are accountable for your own performance and development and you take responsibility for your actions and decisions.