

Appendix 5 – Volunteer role descriptions

Title	Local Studies Volunteer
Purpose	To work alongside library staff to help both newcomers and current users to get the most from the range of resources available at the Library by providing customers with additional assistance for family history and to help the library service promote and develop interest in local studies.
Duties	<p>As well as give a regular commitment to the local studies team of volunteers, with guidance from library staff, the volunteer may do a selection of the following tasks:-</p> <ul style="list-style-type: none"> • Take part in meetings and/or training sessions relating to the role to ensure that volunteers carry out tasks according to the Library's standards • List the contents of collections • Indexing local studies materials • Undertake routine conservation duties • Prepare materials for displays • When appropriate assist with family history enquiries and using Ancestry.com, parish registers, census returns, newspapers etc • Help develop local studies projects • Undertake any other tasks relevant to the role.
Skills and experience	<p>We do not require volunteers to have special skills or experience, but the role would suit someone who had the following qualities:-</p> <ul style="list-style-type: none"> • Competent IT and Internet search skills • Good communication and interpersonal skills • An interest in family history and heritage • Ability to work in a team or on own • Punctual and reliable • Enjoy dealing with people • Supportive of the Library in its commitment to making events accessible and welcoming. <p>This is not a physically active role.</p>
Time	By arrangement with the Library staff, to suit the needs of the service and the availability of the volunteer.
Screening	All volunteering activities are subject to completing an application form; one to one discussion with library staff and two satisfactory references from non family members. A further reference may be taken for health or support reasons. In addition, this activity is subject to a CRB disclosure.

Title	Local Studies Volunteer
Location and Parking	<p>[] Library, [xxaddressxx]</p> <p>NYCC Library Service strives to make volunteering accessible to all.</p> <p>[xxxx local information, including parking to be inserted here xxxxx]</p>
Training and support	<p><u>Before volunteering</u></p> <p>The Library will provide written guidance about being a volunteer, including general advice about health and safety, training, making a commitment, punctuality, absences, expenses and support. This will highlight any health and safety issues specific to the volunteering, rather than to being in the library.</p> <p><u>At the welcome and induction:</u></p> <p>The Library will be responsible for welcoming the volunteer into the library, providing an induction and orientation around the library, health and safety training and training for the specific task. Health and safety training must include aspects specific to the role, such as volunteering with equipment and/or with vulnerable adults/children.</p> <p><u>Ongoing support</u></p> <p>The Library will provide support by letter, email and phone, together with opportunities to meet with other volunteers at events and training. Also the Library will provide ongoing training and support for the role as it develops, supporting the volunteer in developing new skills to enhance their volunteering role.</p>
Boundaries	<p>The Library welcomes volunteer commitment and support for the activity described. This activity provides additional support to the support given in the library by paid staff. Both staff and volunteers should understand the boundaries of their roles, to ensure there is no replacement or substitution of staff by volunteers.</p>
Library link person	<p>[xxxxxxxxxxxx] at the library is the lead staff member supporting this activity. Day to day supervision may be by another staff member. The volunteer will be informed about this at the induction.</p>
Review date	<p>All volunteers are placed initially on a one month/two to three session trial basis, depending on the frequency of volunteering. This is to ensure the volunteer and activity are properly matched and either side may decide to end the placement at this stage.</p> <p>Volunteers and activities are reviewed regularly and volunteers are encouraged to take an active role in these reviews. Reviews are important to ensure that the volunteering opportunity is mutually fulfilling of both the volunteers and the library's needs.</p>
Additional information	<p>Applications to volunteer should be made via:</p> <p>[xxxnamexxx]</p> <p>[xxxaddressxxx]</p> <p>[xxxTelxxx]</p> <p>Or by email to: [xxxxx]</p>

Title	Children's Activities Volunteer
Purpose	To work alongside library staff to help both newcomers and current users to get the most from the range of resources available at The Library.
Duties	<p>The volunteer may do a selection of the following tasks:</p> <ul style="list-style-type: none"> ▪ To take part in meetings and/or training sessions relating to the volunteer role. ▪ Help to meet and greet members of the public at children's and family events and take tickets, answer queries and give directions. ▪ Promoting library services and events, e.g handing out leaflets. Including handing out and collecting evaluation forms. ▪ Help with preparing the space in which the activity is taking place, serving refreshments and clearing up after event. ▪ Storytelling to groups of children and their carers. ▪ Assisting with, or leading craft activities for children.
Skills and experience	<p>We do not require volunteers to have special skills or experience, but the role would suit someone who had the following qualities:-</p> <ul style="list-style-type: none"> ▪ Have a courteous, calm approach to the public and enjoy dealing with people, especially children. ▪ Punctual and reliable ▪ Supportive of the Library in its commitment to making resources and events accessible and welcoming <p>This is not always a physically active role, but will require the lifting and moving of Library furniture at times.</p>
Time	By arrangement with the Library staff, to suit the needs of the service and the availability of the volunteer.
Screening	All volunteering activities are subject to completing an application form; 1-2-1 discussion with the library staff and two satisfactory references from non family members. A further reference may be taken for health or support reasons. In addition, this activity is subject to a CRB disclosure.
Location	<p>[.....] Library, (xxaddressxx)</p> <p>NYCC Library and Information Service strives to make volunteering accessible to all.</p> <p>[xxxx local information, including parking to be inserted here xxxxx]</p>

Title	Children's Activities Volunteer
<p>Training and support</p>	<p><u>Before volunteering</u></p> <p>The Library Service will provide written guidance about being a volunteer, including general advice about health and safety, training, making a commitment, punctuality, absences, expenses and support. This will highlight any health and safety issues specific to the volunteering, rather than to being in the library.</p> <p><u>At the welcome and induction:</u></p> <p>The Library Service will be responsible for welcoming the volunteer into the library, providing an induction and orientation around the library, health and safety training and training for the specific task. Health and safety training must include aspects specific to the role, such as volunteering with equipment and/or with vulnerable adults/children.</p> <p><u>Ongoing support</u></p> <p>The Library Service will provide support by letter, email and phone, together with opportunities to meet with other volunteers at events and training. Also Harrogate Library will provide ongoing training and support for the role as it develops, supporting the volunteer in developing new skills to enhance their volunteering role.</p>
<p>Boundaries</p>	<p>The Library Service welcomes volunteer commitment and support for the activity described. This activity provides additional support to the support given in the library by paid staff. Both staff and volunteers should understand the boundaries of their roles, to ensure there is no replacement or substitution of staff by volunteers.</p>
<p>Library link person</p>	<p>[name] is the lead library staff member supporting this activity. Day to day supervision may be by another staff member. The volunteer will be informed about this at the induction.</p>
<p>Review date</p>	<p>All volunteers are placed initially on a one month/2-3 session trial basis, depending on the frequency of volunteering. This is to ensure the volunteer and activity are properly matched and either side may decide to end the placement at this stage.</p> <p>Volunteers and activities are reviewed regularly and volunteers are encouraged to take an active role in these reviews. Reviews are important to ensure that the volunteering opportunity is mutually fulfilling of both the volunteers and the library's needs.</p>
<p>Additional information</p>	<p>Applications to volunteer should be make via:</p> <p>[xxxnamexxx] [xxxaddressxxx] [xxxTelxxx] Or by email to: [xxxxx]</p>

Title	Library Event Host
Purpose	To work alongside library staff to help both newcomers and current users to get the most from the range of resources available at the Library.
Duties	<p>As well as give a regular commitment to volunteering at the events held at the Library, with guidance from library staff, the volunteer may do a selection of the following tasks:</p> <ul style="list-style-type: none"> ▪ To take part in meetings and/or training sessions relating to the volunteer role ▪ Help to meet and greet members of the public at events and take tickets, answer queries and give directions ▪ Help seat the audience. May need to move chairs and assist some members of the public to their places. To sit in at the Event, and be on hand for any assistance and in the case of emergency help with the evacuation procedure ▪ Promoting library services and events, eg handing out leaflets. Including handing out and collecting evaluation forms ▪ Help with preparing the meeting rooms, serving refreshments and clearing up after event ▪ Undertake any other tasks relevant to the role.
Skills and experience	<p>We do not require volunteers to have special skills or experience, but the role would suit someone who had the following qualities:-</p> <ul style="list-style-type: none"> ▪ Have a courteous, calm approach to the public and enjoy dealing with people ▪ Punctual and reliable ▪ Supportive of the Library in its commitment to making resources and events accessible and welcoming. <p>This is not always a physically active role, but will require the lifting and moving of Library furniture at times.</p>
Time	As a guide volunteers will carry out [xxxxxx] sessions per month. Events take place at various times during the week, including evenings and weekends.
Screening	All volunteering activities are subject to completing an application form; one to one discussion with library staff and two satisfactory references from non family members. A further reference may be taken for health or support reasons. In addition, this activity is subject to a CRB disclosure.
Location	<p>[.....] Library, (xxaddressxx)</p> <p>NYCC Library and Information Service strives to make volunteering accessible to all.</p> <p>[xxxx local information, including parking to be inserted here xxxxx]</p>

<p>Training and support</p>	<p><u>Before volunteering</u></p> <p>The Library and Information Service will provide written guidance about being a volunteer, including general advice about health and safety, training, making a commitment, punctuality, absences, expenses and support. This will highlight any health and safety issues specific to the volunteering, rather than to being in the library.</p> <p><u>At the welcome and induction:</u></p> <p>The Library and Information Service will be responsible for welcoming the volunteer into the library, providing an induction and orientation around the library, health and safety training and training for the specific task. Health and safety training must include aspects specific to the role, such as volunteering with equipment and/or with vulnerable adults/children.</p> <p><u>Ongoing support</u></p> <p>The Library and Information Service will provide support by letter, email and phone, together with opportunities to meet with other volunteers at events and training. Also, the Library will provide ongoing training and support for the role as it develops, supporting the volunteer in developing new skills to enhance their volunteering role.</p>
<p>Boundaries</p>	<p>The Library and Information Service welcomes volunteer commitment and support for the activity described. This activity provides additional support to the support given in the library by paid staff. Both staff and volunteers should understand the boundaries of their roles, to ensure there is no replacement or substitution of staff by volunteers.</p>
<p>Library link person</p>	<p>[xxxxxxxx] is the lead library staff member supporting this activity. Day to day supervision may be by another staff member. The volunteer will be informed about this at the induction.</p>
<p>Review date</p>	<p>All volunteers are placed initially on a one month/two to three session trial basis, depending on the frequency of volunteering. This is to ensure the volunteer and activity are properly matched and either side may decide to end the placement at this stage.</p> <p>Volunteers and activities are reviewed regularly and volunteers are encouraged to take an active role in these reviews. Reviews are important to ensure that the volunteering opportunity is mutually fulfilling of both the volunteers and the library's needs.</p>
<p>Additional information</p>	<p>Applications to volunteer should be made via:</p> <p>[xxxnamexxx] [xxxaddressxxx] [xxxTelxxx] Or by email to: [xxxxx]</p>

Title	IT Support Volunteer
Purpose	To help local people develop their computer skills - To assist the library staff in supporting library users attending IT taster sessions and offer one to one support to people wanting to improve their computer skills.
Duties	<p>As well as give a regular commitment to IT volunteering at the Library, with guidance from library staff, the volunteer may do a selection of the following tasks:-</p> <ul style="list-style-type: none"> ▪ Take part in meetings and/or training sessions relating to the IT Volunteer role ▪ Assist library staff at planned IT taster sessions ▪ Give one to one support to adult learners who lack confidence in using a computer (examples of support: keyboard familiarisation, setting up an e-mail, family history research, internet searching) ▪ Undertake any other tasks relevant to the role. <p>Other tasks may be developed in cases where the volunteer has a particular interest, such as in digital photography.</p>
Skills and experience	<p>We do not require volunteers to have special skills or experience, but the role would suit someone who had the following qualities:-</p> <ul style="list-style-type: none"> ▪ Enjoy dealing with people from all backgrounds with patience and flexibility ▪ Competent IT skills ▪ Good communication skills and the ability to explain computing terms in a simple manner ▪ Friendly/sociable approach and ability to encourage and motivate ▪ Ability to work as part of a team ▪ Be punctual and reliable ▪ Supportive of the Library in its commitment to making events accessible and welcoming. <p>This is not a physically active role.</p>
Time	By arrangement with the Library staff, to suit the needs of the service and the availability of the volunteer.
Screening	All volunteering activities are subject to completing an application form; one to one discussion with library staff and two satisfactory references from non family members. A further reference may be taken for health or support reasons. In addition, this activity is subject to a CRB disclosure.
Location and Parking	<p>[] Library, [xxaddressxx]</p> <p>The Library Service strives to make volunteering accessible to all.</p> <p>[xxxx local information, including parking to be inserted here xxxxx]</p>

Title	IT Support Volunteer
Training and support	<p><u>Before volunteering</u></p> <p>The Library will provide written guidance about being a volunteer, including general advice about health and safety, training, making a commitment, punctuality, absences, expenses and support. This will highlight any health and safety issues specific to the volunteering, rather than to being in the library.</p> <p><u>At the welcome and induction:</u></p> <p>The Library will be responsible for welcoming the volunteer into the library, providing an induction and orientation around the library, health and safety training and training for the specific task. Health and safety training must include aspects specific to the role, such as volunteering with equipment and/or with vulnerable adults/children.</p> <p><u>Ongoing support</u></p> <p>The Library will provide support by letter, email and phone, together with opportunities to meet with other volunteers at events and training. Also, the Library will provide ongoing training and support for the role as it develops, supporting the volunteer in developing new skills to enhance their volunteering role.</p>
Boundaries	<p>The Library welcomes volunteer commitment and support for the activity described. This activity provides additional support to the support given in the library by paid staff. Both staff and volunteers should understand the boundaries of their roles, to ensure there is no replacement or substitution of staff by volunteers</p>
Library link person	<p>[xxxxxxxxxxxxx] at the library is the lead staff member supporting this activity. Day to day supervision may be by another staff member. The volunteer will be informed about this at the induction.</p>
Review date	<p>All volunteers are placed initially on a one month/two to three session trial basis, depending on the frequency of volunteering. This is to ensure the volunteer and activity are properly matched and either side may decide to end the placement at this stage.</p> <p>Volunteers and activities are reviewed regularly and volunteers are encouraged to take an active role in these reviews. Reviews are important to ensure that the volunteering opportunity is mutually fulfilling of both the volunteers and the library's needs.</p>
Additional information	<p>Applications to volunteer should be made via:</p> <p>[xxxnamexxx] [xxxaddressxxx] [xxxTelxxx]</p> <p>Or by email to: [xxxxx]</p>