

# Volunteer Role Description

## Meet and Greet/Front Desk

### The Role

**Purpose of the Role** As the first point of contact, you will welcome people into the library and Help them by giving any assistance required

### Duties

- To log on to the front desk computers for the start of the day and prepare the desk (Date Stamp, PC Pin)
- To deal with answerphone messages
- To serve customers with issues and returns of books using the front desk PC's
- To answer the front desk telephone, passing on any messages for the management team
- To help people with basic PC usage
- To have an awareness of library opening hours, activities and charges for services
- To issue new library cards after completion of registration forms
- To update the library computer database with new user details
- To file away completed registration forms
- To tidy up the library at the end of a session
- To shut down one front desk Pc and log off the other at the end of the day
- To help people around the library, when needed
- To promote and support people with using the photocopier
- To assist with any questions or enquiries that people may have, including searching the database for any book enquiries
- To help direct people to any materials or facilities they are looking for
- To hand out promotional library literature such as event flyers
- To assist in shelving library materials if necessary
- To keep the library tidy and safe to use
- To perform other associated task, from time to time, to be agreed

### Skills and Experience required/desired

- The ability to communicate effectively, verbally and in writing with library staff, volunteers and members of the public.
- A basic understanding of how the library services operates
- Ability to communicate effectively with people of all ages, races, cultures and abilities
- Ability to file alphabetically and numerically
- Ability to reach, bend, stretch and stoop and lift materials
- Reliable, confident and responsible individual, with enthusiasm and interpersonal skills
- The ability to cope with duties and responsibilities of the post and associated environment, including an understanding of health and safety

## Meet and Greeter/Front Desk Cont..

### Training available

- An induction to the vision and values of the library and an overview of the service as a whole
- Orientation around the library
- Training on all aspects of tasks to be undertaken including library systems and PC use
- Regular safeguarding training
- Health and safety training