Sherburn Community Library
Join our volunteers – Help make a difference!

From 1 April 2017 Sherburn in Elmet Library will be managed by the Sherburn Community Trust and run by volunteers from across our Community. The Trust is dedicated to the continuing provision and development of the library service but also wants to see the Library becoming the central "go to" place for all information about Sherburn and the surrounding villages. In order to do this, we need a team of volunteers who can help the Trust achieve its ambitions, building on:

- a traditional library service, including:
    - access to reading for leisure and lifelong learning
    - access to computers for accessing online services
- access to Parish, District and County Council services
- a safe and neutral space for all members of our local community.

To start with we are looking for volunteers to be part of a team providing a frontline service to library customers.

Why you should volunteer with us
- ❖ You will learn skills around library management, customer care, confidentiality, health and safety, and other skills of relevance to your role.
- ❖ You will increase your confidence dealing with people in a professional setting.
- ❖ You will gain valuable experience for your CV and a reference if you volunteer for more than 35 hours.
- ❖ You will gain personal satisfaction by helping other people to realise their potential.
- ❖ You'll have a fabulous time and make new friends!

What will I be doing?
We have some specific roles that we need volunteers for: general library, children's, local studies, IT support. Depending upon which role you accept, you could be:
- ➢ dealing with customer enquiries, including helping customers to find or reserve books
- ➢ putting returned books back on the shelves and keeping the library tidy
- ➢ helping with opening and closing up the library
- ➢ helping customers to use online resources for research, eg Ancestry.com, online dictionaries
- ➢ helping customers to find reliable information; from books, the internet, other organisations
- ➢ helping customers use online services covering areas like benefits, business, health and wellbeing
- ➢ helping local people access Parish, District and County Council services
- ➢ helping to organise and deliver library based IT sessions for customers who have little or no experience of using a computer
- ➢ supporting library activities, eg children's events; local history displays
- ➢ providing visitor or new resident information
- ➢ maintaining the Sherburn community calendar
- ➢ helping with special projects, eg new book promotions, community engagement.

Whichever role you volunteer for, a full training programme is provided, involving both face-to-face and online learning sessions.

What skills or experience do I need?
We are looking for a wide range of skills, but of particular interest are:
- ✓ an interest in reading and finding out information
- ✓ experience of using IT
- ✓ discretion and sensitivity to customers' needs
- ✓ good social and organisational skills
- ✓ physical ability to move library resources and be on your feet for long periods
- ✓ ability to work safely and reliably in a team.

You should also:
- ❖ be energetic, with a positive attitude along with a courteous, calm approach to the public and enjoy dealing with people, especially children
- ❖ have patience and understanding
- ❖ be committed to the equality and diversity of the local community
- ❖ enjoy working with people, and working as part of a team
- ❖ understand the need to respect the confidentiality of customers, other volunteers and staff
- ❖ have respect for the political status of our local councils and understand the need to be politically neutral when working in a voluntary capacity
- ❖ be supportive of the Trust in its commitment to making resources and events accessible and welcoming.

How much time do I need to give?
- ○ Shifts are timetabled according to the library opening hours. But to start with we are looking for volunteers who can provide a few hours a week or fortnight, on a regular basis. Later on, there may be opportunities to help with other activities.

Anything else I should know?
- ❖ The minimum age for volunteering is 14 years but some roles require a minimum age of 16 years; please read through the role description for the volunteer post you are interested in for more information.
- ❖ You will need to commit to a full training programme. This will include: data protection, information security, health and safety, equality and diversity, customer care, library skills.
- ❖ You will need to provide the contact details of two referees who are over 18, know you well but are not a member of your family.

Next steps
- ▪ Please complete your application form and return to the Library.
- ▪ You will be asked to come and visit the Library to learn more about the opportunity, and for you to see whether it's a right fit for your skills.
- ▪ We need volunteers to start training in January 2017 so we would like your application by 20 November and visits will be scheduled for late November/early December.
- ▪ If you can't start training in January, you can still submit an application as other dates up to and after 1 April 2017 will be scheduled.
- ▪ You can email sherburncommunitylibrary@gmail.com if you have any questions.

Thank you for your interest. We look forward to hearing from you!