

# Volunteer Role Profile

## Role: Volunteer Shelver

**Supervised by:** Library Customer Services Manager or Assistant Library Customer Services Manager

Books are at the heart of Barnet Libraries. The aim of this activity is

- To provide fast efficient customer service
- To allow library users to find what they want within the library

## The role of the volunteer

This is a supporting role within libraries

- To put stock back onto the shelves in the correct order, so that library users can locate it easily
- To ensure that the library is always a welcoming and inviting space by tidying shelves, as necessary
- To empty self-service machines and trolleys
- To identify stock in need of attention and to alert the library staff

## Skills and attributes required for this role

Apart from a basic level of numeracy and literacy, there are no specific skills necessary for this volunteer role, but an outgoing personality and an enjoyment of working with a wide range of people would be useful.

This post includes some lifting: shelving stock on low and head height shelves and bending to empty self-service machines. Trolleys are used for shelving and are pushed around the library and to the relevant shelves/area.

Shelves are usually no more than 6 high. Staff are expected to shelve stock and be reasonably fit to do this.

## Potential outcomes for the volunteer

- The volunteer will gain experience of working with a large variety of users within the community
- The volunteer will gain an understanding of how library services work
- The volunteer will receive any training necessary
- After an agreed period of volunteering, the library service will provide the volunteer with a reference

