



## Library shop volunteer

The library service has used volunteers for many years but recently the new independent and community model has increased the opportunity for volunteers to become involved in new aspects of the library service and the local community. Supporting Lowestoft Library and its community through the Ex Libris book shop, volunteers will be working to serve customers and engage and support library users. The role will also involve being an ambassador for the library service, helping to bridge the gap between library and community.

### **Commitment:**

The Suffolk Libraries commitment is to deliver the highest standards of customer care to all people who interact with the different parts of the service. Good customer service is at the heart of our organisation.

Your commitment to this role requires a minimum of 3 hours each week. You would also be expected to undertake training in order to keep up to date with health and safety and compliance standards.

### **Key Elements of the Role:**

Working in partnership with the Library Manager and other staff. The role of shop volunteer may vary, but could include:

- Restocking shelves
- Wearing appropriate footwear and clothing
- Working in partnership with library staff and other volunteers
- Attending meetings
- Handling cash
- Locking up at the end of the shift
- Helping customers find what they're looking for
- Being mindful of others, treating all with respect
- The role can be physically demanding with having to stand for long periods of time and move large quantities of books

### **Person Specification:**

We are looking for volunteers who are:

- Enthusiastic about their local library and the role that it has in the community
- An interest in books
- Able to serve customers efficiently and take payments, along with excellent customer service
- Keen to expand what the library offers in order to encourage more people to use it
- Reliable
- A good team worker, able to work effectively with library staff and other volunteers.
- Confident in talking to customers

### **Are you interested?**

**Suffolk's Libraries Industrial & Provident Society Limited**

Registered Office: County Library, Northgate Street, Ipswich IP1 3DE Registered in England by the FSA, Registered Number 31542R



If you're interested in becoming a bookshop volunteer, please email [jo.wilde@suffolklibraries.co.uk](mailto:jo.wilde@suffolklibraries.co.uk) or contact Jo on 01502 442810.

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