



Home Library Service: Book Delivery Volunteer Job Role

Location

Countywide – in most libraries throughout Gloucestershire



Purpose

-  To work alongside library staff to ensure a regular personal service to people who, because of their disability or frailty, are unable to leave their homes unaided. (this may be a temporary requirement)
-  To engage with the customer, develop an understanding of their individual reading tastes and share your enthusiasm for books and reading

Time





The frequency of deliveries depends on the volunteer and the customer but mostly take place between two, three and four weekly intervals. It offers considerable time flexibility

Duties

-  To accompany a member of library staff on first visit to assess reader's requirements
-  To make regular visits to people who are housebound, or who can't carry books home from the library themselves, taking a supply of books, audiobooks, including digital services as required

This volunteering role is subject to a satisfactory DBS (Disclosure & Barring Service) Enhanced check

Skills & Experience

-  An understanding of the value of reading to people of all ages
-  Able to relate to older people, to listen and to offer a warm and friendly manner
-  A reasonable level of fitness – books can be heavy!
-  Patience, flexibility and a good sense of humour

Training

Gloucestershire Libraries & Information will be responsible for welcoming the volunteer into the library, providing an induction and orientation around the library, including health and safety training

Supervision

A member of library staff is the main contact person for the volunteer. To be identified in each individual library

Review date

All volunteer placements are subject to a review which usually takes place after 3 to 4 sessions, depending on the frequency. This is to ensure the volunteer and activities are properly matched

Accessibility

Libraries & Information strives to make volunteering accessible to all but some of the library buildings do not have full access and few have toilets for people with a disability. Parking facilities are variable. Additional information on individual libraries available

Additional information

If you require any additional information please speak to a member of library staff or access our volunteer webpage <https://www.gloucestershire.gov.uk/libraries/volunteer-in-a-library/volunteer-roles-and-vacancies/>

Contacts can be made both ways via the local library. The staff will pass on messages, for instance, in the case of sickness.

Data Protection

Personal information about volunteers must be kept secure and current and will only be accessed by authorised personnel. In accordance with the General Data Protection Regulation (GDPR) the information must be deleted immediately when a volunteer leaves the Library Service.