

## **POSITION REQUIREMENTS**

**NAME:**

**POSITION:** Library Support Volunteer

**CLASSIFICATION:** Volunteer role

**APPOINTMENT:**

**BRANCH/  
LOCATION:**

**REPORTS TO:** Volunteer Coordinator

**DATE APPROVED:** March 2018

## **POSITION OBJECTIVES**

To extend and enhance the high standard of service provided by Yarra Plenty Regional Library (YPRL). Provide support for everyday activities of the library and alongside our staff, improve community access to the service either through the branch network or in an outreach role.

## **KEY RESPONSIBILITY AREAS – including but not limited to:**

### **1. Branch Volunteering**

- Library collection maintenance as directed by the branch manager or designated library staff, e.g. re-shelving returned items, withdrawing stock from shelves, placing hold items on relevant shelves
- Meeting and greeting customers and giving support by helping them access the library
- Referring public enquiries regarding library services to branch staff
- Preparation of craft activities
- Assisting and supporting programs and events
- Photographing events and activities
- Cleaning and tidying of library materials and furniture
- Other duties, determined by the branch and within the capabilities of the volunteer
- Specific tasks as determined at initial recruitment, e.g. LOTE storytimes, homework help, Doggy Tales
- Delivery to external organisations of library materials

## **2. Outreach Volunteering**

- Select, deliver and return library materials from housebound borrowers for the Home Library Service (HLS)
- Communicate any concerns in relation to the HLS to either the branch contact or Seniors and Volunteers Coordinator
- Research and compile materials to create or add to Words on Wheels (WOW) kits used by volunteers delivering WOW storytelling sessions in the community
- Prepare and deliver a fun, interactive session with residents in aged care residences as part of the WOW program
- Represent the library at events, community organisations and festivals as part of the Ambassador program

## **3. Library Support Services Volunteering**

Perform basic administrative functions at Library Support Services that include but are not limited to:

- \* Assisting with mail outs
- \* Database entry
- \* Filing
- \* Scanning
- \* Sorting and packing materials

## **ORGANISATIONAL RELATIONSHIPS**

Reports to: Branch Manager or Seniors and Volunteers Coordinator

Internal contacts: Branch staff  
LSS staff

External contacts: Library customers; external community organisations

## **ORGANISATIONAL CONTEXT**

YPRL is the delivery point for library services and form important partnerships with local community groups, organisations, schools, and work with Member Councils to provide collections, programs and services to achieve the library's vision of informed, connected, inclusive communities.

## **1. ACCOUNTABILITY AND EXTENT OF AUTHORITY**

The volunteer is expected to show a commitment to provide a regular, polite and friendly volunteer service for (YPRL) that benefits the community and the library service as well as offering high satisfaction for the volunteer providing their time.

Volunteers should refer queries regarding library services to the Branch Manager or a relevant staff member

## **2. JUDGEMENT AND DECISION MAKING**

The volunteer is able to offer ideas to the Branch Manager or Seniors and Volunteers Coordinator that could improve the service offered by YPRL.

## **3. INTERPERSONAL SKILLS**

The volunteer requires the ability to interact and provide volunteer services to YPRL and the library patrons.

## **RISK MANAGEMENT**

This volunteer must:

Report identified hazards that may pose a risk to themselves, employees or the public. Inspections should take into consideration the risk for safety, security, vandalism, burglary/theft and fire/arson.

## **OCCUPATIONAL HEALTH & SAFETY AND EQUAL OPPORTUNITY RESPONSIBILITIES**

All volunteers are required to:

Comply with all OH&S policies, procedures and requirements and take reasonable care to protect their own health and safety and the health and safety of others in the workplace. All staff are required to immediately report any incidents, hazards or near misses to the relevant supervisor and actively participate in hazard elimination where requires.

Comply with Equal opportunity policy, procedures and requirements and undertake work and activities in a manner that ensures the workplace is free from harassment, bullying behaviour and discrimination.

Comply with the staff Code of Conduct.

### **Physical Requirements of Position:**

This position involves frequent and sustained hours of lifting, standing, twisting, turning, pushing, pulling, reaching, bending, opening and closing actions during the processing and shelving of books / items and in the execution of the required duties. Both fine and gross motor movements are involved for the upper and lower parts of the body and extremities.

The frequent and sustained use of computers, scanning devices, de-activation and re-activation security devices and openers, and office equipment are also involved.

I have read the Position Description for **Library Support Volunteer**. I understand and agree to all requirements within.

.....  
Signature

.....  
Date