



## West Ealing Library Customer Service Volunteer Role Description

West Ealing Library is a community library run by volunteers to support the diverse communities of West Ealing. Our aim is to provide a place of welcome where people can access books, computers/printing, the internet and basic help and support. A place where people can find information, attend an event or activity, rent a space and volunteer..

To successfully run the library we need volunteers who can welcome visitors, help them with enquiries and ensure the library is a place visitors enjoy. In order to continue to deliver such a wide range of facilities and services, we need help. Is this for you?

In the library you may be:

- ensuring customers get a positive, warm and friendly greeting and have an enjoyable experience
- engaging with customers and encouraging them to use the library's self-service platforms, directing them to book sections and promoting library activities
- tidying shelves – checking items on the shelves are in good condition, are in the correct sequence and are attractively displayed
- processing returned items and shelving them
- helping a visitor to fill out forms and applications and use one of the Library's computers
- dealing with difficult customers in a calm and effective manner and trying to resolve problems
- sometimes just having a friendly chat with a library visitor!

Who you are:

- You enjoy interacting with the public
- You are a good communicator and comfortable speaking to people from a diverse variety of backgrounds

- You are responsible, dependable, patient, friendly and a good listener
- You are able to use your own initiative to find solutions
- Good team player
- Interested in reading and have the confidence to recommend items for other people
- You are organised and able to shelve items in the correct sequence whether alphabetically, numerically or in special collections and displays
- You are physically fit enough to be able to carry items and shelve at different heights
- Have some basic IT literacy to be able to help people on computers
- Able to give a minimum of 2 hours a week

Benefits to you:

- Meet new people and be part of a friendly team
- Increased confidence whilst working with the public
- Learn new skills, such as customer care
- Gain valuable experience for your CV
- We offer full training and induction, plus ongoing support and supervision

Expenses and insurance:

- Agreed out-of-pocket expenses will be covered and you will be covered by our insurance and policies.

(last updated June 2025)