



## Beacon Villages Community Library

Run by the community for the community  
www.bvcl.org.uk | info@bvcl.org.uk | 01296 387890

### Volunteer job roles Counter Assistant

BVCL is run by the community for the community, with expert support and guidance from our library manager Michelle West. Our aim is to provide access to books, learning, literature and entertainment, to provide local information and to support the wider community across the beacon villages (Pitstone, Ivinghoe, Cheddington, Slapton, Marsworth, Edlesborough and the surrounding areas). BVCL is inclusive and open to all.

We hope that by involving library users in running the library we can make sure that the service is relevant, meets people's needs and exceeds what the council was able to offer. So far we have been able to introduce Weds opening, install wifi and give better access to e-books, deepen our links with local groups and schools, and even launch the annual BeaconLit festival of reading and writing.

This is made possible by the support of our volunteers – those who help in the library, who run events and fundraising activities and sit on our committees. We are very grateful – without them we could not operate.

The counter assistant is a crucial role, greeting and assisting library members and ensuring that Michelle can focus on additional specialist tasks.

### Main duties and responsibilities:

1. To be the public face of the library, welcoming members and being friendly and positive
2. To provide core services for members, including using the Library Management System (computer system).  
Duties in include:
  - Issuing and returning loan items
  - Taking payments by cash or card for library charges and sales
  - Dealing with member requests for books and other items
  - Registering new customers, amending and updating records (keeping in mind data protection rules)
  - Administering BVCL's voluntary DVD scheme
3. To answer member enquiries and requests for information using hard copy and electronic sources (including google where relevant!)
4. To shelve returned items in the correct location
5. To assist with stock management, for example by:
  - Processing and sending new, requested and returned items to other libraries
  - Locating catalogue entries and updating stock records by adding or withdrawing items
  - Monitoring stock quality (range/mix) and appearance (tatty stock) and weed/re-allocate/recall items
6. To be aware of BVCL's aims, values and objectives (as summarised above) and their impact on this role.
7. To carry out all duties with reasonable care for the health and safety of self and others.

BVCL undertakes to provide the training and support needed to fulfil the duties above.

In order to maintain the smooth running of the service, BVCL asks that volunteers ensure they are familiar with the rota and inform us asap if they are unable to attend a committed slot. This is so that an alternative volunteer can be found so the library can open as planned.

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BVCL is run by the BVCL Management Committee, a sub-committee of Ivinghoe Town Hall (Registered Charity Number 300287)