

Position title	Home Delivery Service Volunteer
Location	Any of the 12 library branches
Responsible to (Department/Library)	Library Customer Service Manager Home Delivery Service Volunteer Coordinator
Role summary	As a Home Delivery Service volunteer you will be delivering books, CDs, audio books, etc to individual people, within your own community, who are no longer able to visit the library, due to either permanent or temporary infirmity or disability. Although a large number of our clients are elderly, people of any age may and do use the service.
Responsibilities	<ul style="list-style-type: none"> • To collect prepared books, audio books, CDs or DVDs from a specified library and then deliver appropriate packages to a number of clients who live in the local area. • To be prepared to spend a few moments with each client when visiting. • To sometimes collect together items for clients from the library shelves from a list provided. • To collect previous loans from clients and return them to the library. • To relay messages between clients and the library about any book requests or reservations. • To occasionally assist other libraries in the borough with their Home Delivery Library service – but this will only be done with your agreement.
Skills/abilities/knowledge required	<ul style="list-style-type: none"> • A clean driving license and use of a car is preferred (mileage can be reimbursed). • Punctual and reliable. • Physically fit to carry items for delivery/return. • Ability to relate to older/housebound individuals who in many cases very much look forward to the Library service visits and may ask you to stay for a short amount of time. • Maintain a level of confidentiality when dealing with client information. • If using your own car whilst volunteering you will need to provide the library with written confirmation from your authorised agent or insurer that your vehicle is insured for at least third party liability in respect of the volunteering activities being undertaken. • To undergo the council's Disclosure and Barring Service (DBS) check.
Time requirement	Minimum of 2-4 hours a month. Day and times to be agreed with Home Delivery Service Library Coordinator.
Length of commitment	We ask for a minimum commitment of 6 months.