

Library Volunteers:

Meet and Greet Champion (Central Libraries Only)

Main purpose – To be part of a volunteer team offering assistance to customers using Wigan and Leigh Central Libraries.

What would I be doing?	Supporting the Central Library service by:- <ul style="list-style-type: none"> • Being a visible and friendly point of contact for using Central Library • Actively promoting the events, services and stock (digital as well as physical) within the Library • Floorwalking and talking to members of the public and encouraging new memberships • Ensuring that visitors are directed to the most appropriate area / person to answer their query – effective triaging
When can I do my volunteering?	During the libraries opening times: Monday to Friday 10am to 4pm and Saturday 10am to 2pm. A volunteer slot may last approximately 2 hours
Where will I be volunteering?	Wigan Library Leigh Library
Who will be there with me?	Staff members will always be on hand to support you with more complex enquiries We may have more than one volunteer volunteering at the same time A library manager will always be on site at Central Libraries
Support and review	Regular support and guidance will be given by a named member of staff. There will be a 20 hour trial period. Another volunteer opportunity may be suggested if either party feels this is appropriate following the trial period
Training, resources and information	A full induction will be given, and further training offered where appropriate

<p>Am I right for this opportunity?</p>	<p>This opportunity would suit someone who:-</p> <ul style="list-style-type: none"> • Is confident in communicating with a wide variety of users • Has a proactive approach • Gets along well with other people <p>Please note that our volunteers will be supplied with, and required to wear a volunteer badge. Dress code is black trousers/skirt and white or black shirt/top with comfortable, suitable footwear.</p>
<p>What will I get from volunteering?</p>	<p>Some of the benefits are:</p> <ul style="list-style-type: none"> • Meeting and working with new people • Developing your communication and organisational skills • Being part of a team • Valuable training and experience that can be included in CVs and job applications