

## **Library Volunteer Coordinator Assistant**

### **The Library Volunteer Coordinator assistant overview**

The Library Volunteer Coordinator Assistant is the friendly and welcoming face of Genealogy SA acting as a delegate for the Genealogy SA Librarian and assisting with the coordination of the library volunteer team. The Library is the public face of Genealogy SA, and therefore it is very important that the library volunteers are skilled appropriately and provide a service that people will want to utilise time and time again.

The Library Volunteer Coordinator Assistant will engage, encourage and support new library volunteers during their induction to the organisation. They will also provide training and ongoing support to all of the library volunteers, no matter what stage of their volunteering, to ensure that library volunteers are up to date with the resources available in the library. The Library Volunteer Coordinator will assist in promoting the Society as an organisation of choice in regard to volunteering, family history research and membership.

Tasks involve assisting the librarian:

- Engage new potential library volunteers either in person or over the phone, to discuss the library volunteer roles that may be suitable for them
- Induct new library volunteers in person, providing them a tour and briefing of the requirements involved in their roles, including WHS
- Be a representative for the library volunteers either via email or in person, to discuss improvements or generate ideas about the services provided by library volunteers at Genealogy SA
- Provide in person training for library volunteers, in conjunction with the Librarian, on a variety of Genealogy SA resources, including databases, the library catalogue, subscriptions and more.
- Be able to answer general questions about the Society or membership with the Society
- Support volunteers to use and troubleshoot the various resources held by Genealogy SA
- Collate requirements of library volunteers for the monthly library volunteer roster taking into account volunteer availability and library needs.

### **Role Description**

Successful fulfilment of the role requires:

- a friendly and outgoing nature and the ability to lead other volunteers in a friendly and respectful manner
- a good working knowledge of the benefits of membership and resources within the library or the willingness to learn
- the ability to work with and to assist others – being polite, helpful, encouraging, informative, engaging, firm, and quietly directive
- a familiarity and reasonable confidence using presentation AV and IT or the willingness to learn

- a good working knowledge of what information resources are held by Genealogy SA and how to access them
- computer skills – the ability to use computer systems and demonstrate how to use Genealogy SA’s resources, which may include, using the MPC viewer, databases and other family history related programs such as FamilySearch, FindMyPast, MyHeritage and The Genealogist.
- cooperative collaboration with other event coordinator volunteers and staff

In line with the Society’s Work Health and Safety policy, the **Library Volunteer Coordinator Assistant** needs to:

- take reasonable care for the personal wellbeing of yourself and others – ask for help if it is needed to move heavy objects, have breaks to maintain alertness, give your eyes a rest from screens and move to prevent stiff muscles
- ensure that the library and equipment are used safely and respectfully
- report accidents or incidents to the librarian or another member of staff
- be familiar with emergency policy and procedures of the venue and assist others when required
- in the event of any emergency, if not acting as the senior person, follow the instructions of the person in charge and assist others.

For any questions regarding this position contact Katrina McKinlay:

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