



Library Resource Desk: Microfiche, Films, Card Indexes & Computer Room Volunteer

Role Description

The Library Resource Desk Volunteer provides guidance to members and visitors in accessing and using the many resources available on the Society's premises, including cards, microfiche, microfilms, datasets and websites.

The Resource Desk Volunteer also gives further guidance to members and visitors when research assistance is requested, especially when members or visitors are new to Family History research or have variable computer skills. This in turn also provides volunteers with a great opportunity for growth in their own learning.

This role will be rostered during Library opening hours (Tuesday-Thursday; Saturday and every second Sunday) on a flexible and regular basis. The rostering will be arranged to suit both the individual and Genealogy SA.

All Resource Volunteers have one thing in common – they are happy to help where ever they can and always strive to have a great rapport with fellow society volunteers, members and visitors alike.

Tasks involved are:

- signing in each person by surname who wishes to use the Resource Area.
- collecting payments for printed copies.
- issuing of microforms items required in the Resource Area.
- monitoring resources, especially microfiche, to ensure that they are not misused, lost in amongst other resources by mistake, damaged, or stolen.
- advising users of the rules regarding no eating, drinking except in the kitchen or lunchroom
- gently reminding users that phones are to be kept on silent.
- Upholding the rules of no copying/photographing of specific document's in the microfiche or computer rooms.

The role requires:

- great customer service skills -polite, helpful, patient, respectful, informative, engaging, firm, and quietly directive.
- knowledge of, and the ability to uphold the Genealogy SA's policies for accessing the Society and its materials.
- a good working knowledge of what information resources are held by Genealogy SA and how to access them.
- a current awareness of genealogical records held in South Australia.
- 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.

- collaboration skills – This may include collaborating with other volunteers to try and solve the mystery a user’s missing ancestor, assisting staff on a project, or partnering up with other volunteers to try and expand your knowledge in a new research area.
- organisation and care of all information resources – understanding the filing systems and ensuring that all resources used are returned correctly, assisting other volunteers in this where necessary.

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

- take reasonable care for your own health and safety, such as carrying out activities within the role you have been assigned, not carrying out activities that you do not have the skills to undertake, and not do anything that would seem to be unsafe.
- take reasonable care to ensure you don’t affect the health and safety of others
- carry out your tasks in a safe way
- follow the reasonable work health and safety instructions given to you by Genealogy SA
- co-operate with the reasonable policies and procedures of Genealogy SA that relate to work health and safety.
- in the event of any emergency, provide direction and assist users if evacuation is necessary.

For any questions regarding this position contact Katrina McKinlay:

Genealogy SA Library

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