

Hillingdon Library Service

Volunteer Role Profile

Home Library Service and Mobile Library volunteer

Hillingdon Libraries helps residents who cannot easily visit a library to stay connected to reading and library services, through:

- the Home Library Service for residents who are housebound, have mobility difficulties, or are carers
- the Mobile Library which brings library services to communities, including sheltered housing, care settings, and local events

Responsibilities

- Support the Mobile Library Manager with visits to sheltered housing, including helping to select and carry books for readers and assisting them on and off the mobile library vehicle
- Support staff at outreach and events, such as poetry reading and reminiscence sessions in care home setting
- Support the delivery of local and national programmes via the Mobile Library, including events such as the Mayor's Picnic, World Book Day and Playday
- Support Home Library Service staff with deliveries to care homes, sheltered housing, and hospitals, including assisting with book selection and user surveys

Direct Report

- The Home and Mobile Services Manager has overall responsibility for the role. On the day, you will report to the staff member leading the activity or event

When would I be needed?

- Tuesdays, 10am to 4pm, supporting Mobile Library visits to sheltered and care home settings.
- Weekdays, between 10am and 5pm, supporting Home Library Service deliveries and book selection.
- Some weekends daytime during the summer holidays, when local and national programmes take place

Skills and attributes required for this role

- You must be able to relate well to all ages, particularly older residents and people with disabilities
- You are reliable, empathetic, confident and enthusiastic
- You must be comfortable suggesting reading materials with guidance from staff
- You must have good communication and basic organisational skills.
- You must be fit enough to carry bags of books and manage stairs when delivering to residents' homes

Potential outcomes for the volunteer

- Experience of working with residents, particularly elderly and those with disabilities
- Development of teamwork, communication and customer care skills
- The volunteer will receive any training necessary
- Training and support relevant to the role