

# **LONDON BOROUGH OF HAVERING**

## **Havering Library Service, (“the Service”)**

### **Volunteer’s Description of Tasks**

**1. Purpose:** It is a well-known fact that people are more likely to start to do something, resume doing an activity or continue an activity if they have someone encouraging them to do so. Library Ambassadors will do just that. Volunteers will promote libraries and literacy by word of mouth, within their local communities and beyond.

The Council aims to be flexible regarding the skills volunteers feel able to offer, for instance, it is not necessary to be a computer whiz!

### **2. What will volunteers gain from this experience?**

- The satisfaction of helping to promote literacy as a positive experience to their community.
- A flexible opportunity to volunteer – this opportunity fits into daily life and does not require set times or locations.
- The chance to increase the confidence and ability of the local community in relation to literacy
- Personal gratification!

### **3. What would be required of volunteers?**

**(i)** Volunteers need to be willing to discuss libraries and literacy – volunteers will be provided with copies of the staff newsletter, the Events Calendar and other promotional material so that they will have up-to-date information about the service.

**(ii)** All volunteers are required to undergo a Criminal Record Bureau check, (which the Council would arrange), and to provide references.

**(iii)** It may be necessary to attend a short induction course, task-related training and regular feedback sessions.

**(iv)** Ambassadors will be provided with a badge which they will be encouraged to wear – the badge is eye-catching and designed to initiate enquiries and discussion.

**If you would like to know more please contact your local library.  
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