



# Volunteer Role Description

## Library Steward

**Purpose:**

To provide a personal welcome to the Christopher Tower New Forest Reference Library within the Museum and to assist visitors, when necessary, so they can make the most of their visit to our Library.

**Hours:**

Flexible but usually one session per week of approx. 3-4 hours.

**Responsibilities:**

- Meet and greet visitors when entering the Library and direct them as appropriate to the information they require.
- Demonstrate how to work Library equipment or guide on how to handle certain collections within the Library.
- Engage with visitors as appropriate, answering questions they may have about the New Forest or the Museum and Library and its collections.
- Ensure Library is ready for visitors in the morning and is kept clean and tidy at all times.
- Ensure that Library equipment is working and report any defects.
- Be observant whilst in the Library with regard to the safety and security of visitors and collections.
- Enable visitors with disabilities to make the most of their Library visit.
- Promote future events at the Centre
- Support Museum Gallery steward volunteer team if needed

**Additional responsibilities could also include:**

- Support education staff with booked group visits (children and adults)
- Assisting with preparing for, delivering and pack away after Library sessions with education groups

**Skills Needed:**

- ✓ Enthusiasm for the New Forest as a special place
- ✓ A friendly and approachable manner
- ✓ Ability to work in a Library environment and understand the arrangements within it.
- ✓ An interest in the social and cultural history of the New Forest
- ✓ Prepared to engage people of all ages and excite their interest in the New Forest

**Optional skills:**

- ✓ Willing to work with booked groups of all ages that come into the Library

**Contact:**

Email: [library@newforestheritage.org.uk](mailto:library@newforestheritage.org.uk)

Tel: 023 8028 6150

Call in at the New Forest Heritage Centre and ask for Kath Walker or Suzie Moore

**To Apply:**

Complete Volunteer expression of interest form on website or request a form using email above.