

DUTIES FOR MEMBERS ON ROSTERED VOLUNTEER SERVICE

The role of members providing this service is to **guide** researchers in selecting suitable resources and in following a workable approach to their research process.

It is important to be aware of the range and use of resources as well as the procedures for use of the equipment. As resources are being purchased all the time and many are installed on the computer, please try to keep up to date with the changes.

NOTE: On Tuesdays extra Ancestry Computers are available if needed –ask at the Ref. desk

Current Roster duty times: Tuesdays & Wednesdays 10am - 12.30 then 12.30 - 3pm.

The routine for duty is:

- Sign the volunteer members' book on arrival and leaving
- Collect the key ready to access the locked cabinets (sign for at the Ref. Desk) – need badge
- Wear the helper's identifying badge / or your member badge
- Greet people as they enter the room even if they are not seeking help. Refer assistance with Local Studies material to the reference desk.
- Offer help and guidance to people needing help – where possible – ask library staff if you can't
- Lists of Local Port Macquarie persons & other CDs including cemeteries are on the Members Society Laptop kept in the locked drawers (no internet access)
- Pass on society information e.g. events, Support Groups / membership forms; helpful booklets (3x) for sale in the locked drawers
- Inform researchers about procedures /costs for photocopying / returning used resources
- If people seeking assistance are not members, inform them of \$5 charge per two-hour sessions for use of member-only resources (in the locked drawers) - if they wish to use them
- Be aware of the guides available to assist beginners to research – some near sign on book
- If a member brings in payment for an event while you are on duty, receipt the payment (put money in locked box in locked drawer) and inform the treasurer (phone no. on board)
- If no one seeks assistance when you are on duty you are asked to check society resources and ensure they are correctly shelved / familiarize yourself with resources
- At the end of your duty period check that all resources have been put away correctly, lock the cabinet, return the key yourself, and sign off in the volunteer members' book

© **Thank you** for your contribution to the successful operation of our society and the goodwill we have with the library. If you cannot come on your rostered day, advise Roster organiser as soon as possible, or arrange a swap yourself. If it is a last-minute cancellation, could you please advise the Library Reference desk instead (ph. 6581 8723).....