

Library Volunteer Role Description

The National Maritime Museum Cornwall is a place to enrich your understanding of the sea and Cornwall.

Our volunteer team are at the very heart of the Museum, working alongside paid staff in a wide variety of roles.

The Bartlett Maritime Research Centre and Library

The Bartlett Maritime Research Centre and Library houses a diverse collection of maritime reference books, periodicals and archive material for public consultation and reference. The resources in the library contain information on many types of boat and their construction and usage. They help to provide deeper knowledge and understanding of our maritime heritage and the maritime heritage of Cornwall.

What will I be doing?

The Bartlett Maritime Research Centre and Library is run by volunteers who deal with enquiries received from the general public and Museum staff, along with other duties on the day to ensure the Library is run efficiently with friendly and knowledgeable staff.

Key tasks:

- Greet all visitors with a warm welcome
- Be courteous and friendly when dealing with all enquiries
- Process queries and give guidance on Library resources in response to the enquiry
- Respond to enquiries verbally, by letter or email, redirect enquiries if appropriate
- Learn and understand Library procedures and equipment
- Have knowledge of the content of key reference books and know how to use them
- Have knowledge of the Library databases and computer systems used
- Undertake a research project
- Shelf checking allocated bays of books on a three-monthly basis
- Be aware of book cleaning and preventative conservation
- Attend any Library or training meetings as appropriate
- Be fully conversant with fire and emergency evacuation procedures
- Work in accordance with Health and Safety policy
- Represent the NMMC in a positive and friendly manner.

Where will I be based?

You will be based in the National Maritime Museum Cornwall, Falmouth.

How much time will I be expected to give?

The Library is open from Tuesday to Saturday, from 10.00am until 5.00pm. Our Library volunteers tend to keep to the same half shift/day shift each week. There are two half

shifts available each day: 9.45am until 1.30pm and 1.15pm until 5.00pm or if you wish to volunteer for the full-day, 9.45am until 5.00pm (45-minute lunch break).

What skills, qualities and experience do I need?

No experience or qualifications are necessary as this is an excellent opportunity to gain new skills. However, this role would suit people who:

- Are keen to learn and develop knowledge about our collection and the Library, with an interest in research
- Have good communication skills, friendly, enthusiastic, and welcoming
- Good IT skills or a willingness to learn
- A general understanding of how libraries work, although training will be provided
- Enjoy working as part of a team

What support and training will I receive?

All volunteers receive a welcome training session which includes an introductory tour of the Museum. Tony Pawlyn (Trustee and volunteer) is Head of Library, but the day-to-day running is provided by the volunteer Day Leader, who in turn are supported by a team of volunteers.

What will the Museum expect from me?

- To be the friendly welcome to the library for all visitors
- To wear the Museum volunteer uniform which is provided
- Maintain good working relationships with staff, other volunteers, and visitors
- Assist and support with the training of new volunteers
- Undertake appropriate training and attend department meetings
- Always represent the Museum in a positive manner
- Be fully conversant with fire and emergency evacuation procedures which includes attending evacuation training at least once per year
- Observe the Museum's policy and procedures

What can I expect from the Museum?

- The opportunity to develop your knowledge about the Bartlett Maritime Research Centre and Library
- The opportunity to gain experience within a Library environment
- An opportunity to develop your communication and research skills
- Experience of working as part of a team
- Gain valuable experience to enhance your CV and job applications
- To be treated fairly and with respect
- To become part of a friendly, motivated, and dedicated team
- Recognition and appreciation for your contribution
- The opportunity to meet people from all walks of life and make new friends
- Satisfaction of giving back to the community; promoting the work of the Bartlett Maritime Research Centre and Library
- Free entry for you and a guest to the Museum; discount in our Café and Shop
- Reimbursement of travel expenses between home and the Museum
- Free parking when carrying out volunteering duties