



**Our Mission:** The Global Learning Centre aims to promote understanding of people's shared responsibilities for developing more peaceful, just and ecologically sustainable communities in our world. Global Education promotes long-term solutions to social and environmental problems. Solutions that reduce poverty, connect social and environmental issues locally and globally, affirm and celebrate cultural diversity, and involve everyone.

## Volunteer Position Information

<b>Position Title</b>	Library / Resource Centre Assistant
<b>Position Reports To</b>	The Coordinator
<b>Position Purpose</b>	<p>This position exists to:</p> <ul style="list-style-type: none"> <li>Ensure members receive an efficient and effective service from our resource centre.</li> <li>Ensure the resource centre remains neat &amp; tidy, with all the resources in the right places.</li> <li>Ensure returned resources are promptly checked, processed on Bookmark and returned back to the shelves / storage areas.</li> <li>Ensure requests for resources are promptly dealt with and followed through.</li> <li>Provide assistance to follow up on lost resources to invoice and recoup funds.</li> </ul>
<b>Expected Time Commitment</b>	5+ hours per week. Flexible hours depending on demand
<b>Review date</b>	To be reviewed six-monthly

## Key Objectives of the Position

The position is accountable for the following:

Expected End Results	How
1. The resource centre operates efficiently and members are satisfied with the level of service provided by the GLC.	<p>This involves, but is not limited to, the following tasks:</p> <ul style="list-style-type: none"> <li>Taking responsibility for efficient operation of the resource centre – including the borrowing, returning, checking and re-shelving of items.</li> <li>Ensuring members receive pre-booked resources on time.</li> <li>Ensuring members are provided with an efficient and effective service.</li> <li>Ensuring the resource centre is in a clean and presentable state at all times.</li> <li>Ensuring requests for resources are promptly dealt with and followed through.</li> <li>Providing assistance in following up on lost resources to invoice and recoup funds and make sure resources are promptly replaced.</li> <li>Ensuring the correct processes are followed in the ordering and cataloguing of new resources.</li> <li>Ensuring the correct processes are followed in the recruitment of new members and the sale of items.</li> <li>Assisting with the administration of professional development sessions run by the GLC, including processing pre-payment, preparation for the day and assisting in the resource centre when professional development groups are here.</li> <li>Committing to keeping abreast of the issues and developments relating to the operation of the library database and the Global Learning Centre.</li> </ul>
2. Input into the development & review of policies and procedures as required.	By providing advice to the Coordinator in the development & review of policies and procedures as required.

## Volunteer Position Description

3. Provide specialist assistance to users of the resource centre.	By providing advice and follow through on requests for information & resources by users of the resource centre. This involves searching for the right resources to meet their needs, entering all the appropriate details on the database and sending via the courier as required.
4. Liaise with the GLC Coordinator	By providing specialist advice to the Coordinator in the development and review of Library Policies and Procedures as required. By keeping the Global Learning Centre Coordinator regularly informed of progress and seeking assistance with any arising issues/questions.
5. Adhere to the Global Learning Centre Mission	By demonstrating an understanding of and commitment to Global Learning Centre's Mission as outlined above.

### Person Specification

<b>GLC Mission &amp; Values</b>	Demonstrated commitment to the Global Learning Centre Mission & values and capacity to engage with the broader community in fulfilling this mission.
<b>Knowledge</b>	Has demonstrated capacity to assist in all aspects of the Library on behalf of the Global Learning Centre. Is willing to undertake training, including library database training, and has a thorough understanding of the operations and agenda of the Global Learning Centre. Has some understanding of global issues as relevant to the needs of the Global Learning Centre and is committed to keeping knowledge up-to-date.
<b>Reliability</b>	Punctual and reliable. If unable to fulfill commitments, informs the Coordinator with as much notice as possible.
<b>Presentation</b>	Conducts and presents themselves in a professional manner at all times whilst representing Global Learning Centre in the public.
<b>Interpersonal Skills</b>	Has the ability to interact with the public and actively engage them in a positive and informative manner. Has demonstrated effective leadership and team work skills.

### General information about the position

<input type="checkbox"/> Required to work alone/independently	<input type="checkbox"/> Police / security check required
<input type="checkbox"/> Required to work as part of a team	<input checked="" type="checkbox"/> Wheelchair access provided
<input type="checkbox"/> Medical check required	<input type="checkbox"/> Driver's licence required
<input checked="" type="checkbox"/> Public transport available	<input type="checkbox"/> Child suitability card required

**Prepared by: Hilary Macleod**

**Date: 4/09/2007**