



Library Reception Desk Volunteer

Role Description

The Library Reception Desk Volunteer is the friendly and welcoming face of Genealogy SA. They provide guidance to members, visitors and those who call us to use the Society's family history information resources.

The Reception Desk at the Genealogy SA Library is covered (Tuesday-Thursday; Saturday and every second Sunday) by two volunteers; one is allocated as the lead volunteer for their shift. Both volunteers provide assistance to all members and visitors.

In this role, volunteers will find themselves assisting a variety of people with their genealogical research, providing them with a great opportunity for growth in their own learning.

It is expected that these roles will be rostered during Library opening hours on a flexible and regular basis. The rostering will be arranged to suit both the individual volunteer and Genealogy SA.

Tasks involved are:

- Set up and closure of the Library e.g. lights, signs, computers, and photocopiers.
- Assisting the sign-in of each person who wishes to use the Library.
- Collecting payments for memberships, day visits and renewals via cash or EFTPOS.
- Answering general phone queries, taking messages or re-directing them to the appropriate person.
- Demonstrating to users what resources are available and where they are located on our website.
- Helping users navigate the varying resources held in the Library at Genealogy SA (but not necessarily doing the work themselves).
- Lending and returning of Library books.
- Ensuring that information resources are not misused, mishandled or go missing by asking users to follow Library Conditions of Use.

The role requires:

- great customer service skills - polite, helpful, patient, respectful, encouraging, informative, engaging, firm, and quietly directive.
- knowledge of, and the ability to uphold the Genealogy SA's policies for accessing the Society and its materials.
- assist with and offer general genealogical advice (such as where information may be held that is not owned by Genealogy SA).
- a good working knowledge of what information resources are held by Genealogy SA and how to access them.

- a current awareness of genealogical records held in South Australia.
- computer skills – the ability to use computer systems and demonstrate how to use Genealogy SA’s resources, which may include assisting booking online events, using the MPC viewer or online databases search and other family history related programs such as FamilySearch, FindMyPast, MyHeritage and The Genealogist.
- organisation and care of all information resources – understanding the filing/shelving systems and ensuring that all resources used are returned correctly.
- collaboration skills– This may include collaborating with other volunteers to find a user’s missing ancestor, assisting staff on a project, or partnering up with other volunteers to expand your knowledge in a new research area.
- From time to time, it may be necessary to attend training and development sessions during office hours.

In line with the Society’s Work Health and Safety policy, the Reception Desk Volunteer needs to:

- take reasonable care for your own health and safety, such as carrying out activities within the role you have been assigned, not carrying out activities that you do not have the skills to undertake, and not do anything that would seem to be unsafe.
- take reasonable care to ensure you don’t affect the health and safety of others
- carry out your tasks in a safe way
- follow the reasonable work health and safety instructions given to you by Genealogy SA
- co-operate with the reasonable policies and procedures of Genealogy SA that relate to work health and safety.
- in the event of any emergency, provide direction and assist users if evacuation is necessary.

For any questions regarding this position contact Katrina McKinlay:

Genealogy SA Library

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