

Front of House Volunteer



Glasgow Women's Library is so much more than a library! We welcome hundreds of visitors each month, from all over Glasgow, Scotland and the world, who all have different reasons for visiting: women might be looking for support with their reading or writing, others may be looking for a friendly and welcoming space to meet new people, or might be interested in our archive and museum collection or want to borrow books. We also welcome groups of students, women involved with other community groups, or colleagues from other organisations.

We are committed to providing every visitor with the same warm welcome regardless of why they are visiting or who they are and to ensuring everyone leaves having experienced our "special ingredients". Would you like to be involved in making this happen and taking on the following responsibilities?

- Meeting and greeting visitors
- Offering all first time visitors a short introduction to who we are and what we do
- Promoting to them the current learning opportunities, events and resources on offer at GWL
- Where appropriate, promoting the various ways of supporting our work (Women on the Shelf and Friends initiatives)
- Issuing new library borrower cards (we would like every new visitor to be clear that joining is free and that we would like them to join us!) and issuing, returning or renewing books
- Ensuring visitors' basic details feedback and comments are captured in our guest book
- Answering phone calls, redirecting calls and taking messages
- Helping to keep the space tidy and welcoming
- Keeping our information boards up to date and our leaflets topped up
- Helping set up and staff events, including hires of the space to external agencies

We are looking for enthusiastic women with the following skills and qualities to join our volunteer team:

- Keenness to contribute to the provision of a warm and welcoming space
- Dedication to providing opportunities for all women to broaden their horizons and to removing the barriers women might face to achieving their potential.
- A non-judgemental and open minded approach, valuing all women and their perspectives and experiences.
- A courteous, friendly, professional and non-discriminatory attitude
- Flexibility, positivity and a "can do" approach
- Confidence speaking to people in person and on the phone
- Familiarity with computers (email and internet in particular)
- Enthusiasm and willingness to pass on the benefits of getting involved in GWL
- A few hours per week (5 minimum) to offer

We firmly believe that volunteering should benefit volunteers as much as the organisation and our Volunteer Coordinator will meet with you before you start to find out more about what you hope to get out of volunteering, be it new skills, a chance to meet new people, try new things, or something else. You can follow [this link](#) to read about previous volunteers' experiences.

Before starting you will be asked to attend an in depth induction into our work and values, and will then be supported by the Volunteer Coordinator as well as other staff and volunteers.

We can also contribute up to £5 per day towards your travel expenses.