

## Join our fantastic Front of House team!

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".

### **We're looking for volunteers to take on the following responsibilities with the support and training from staff and more experienced volunteers:**

- Warmly welcome every person who visits GWL, with an open, friendly and non-discriminate attitude. Be patient, a good listener, and ready to find the answer for questions if you do not know them yourself.
- Actively keep up to date with what's happening at GWL through attending events, social media, the website, and the programme, and demonstrate your own enthusiasm for the Library and knowledge of upcoming events when talking to visitors about workshops or exhibitions that they might be interested in attending.
- Give tours around the building to new visitors and take time to engage with ongoing projects and exhibitions so that you're able to talk about these with visitors.
- Actively engage with the Library's collection and become a Reading Champion by bookmarking your reading, recommending books to visitors and writing book review blogs.
- Encourage visitors to become borrowers and return, renew and issue books. Familiarise yourself with the library layout so you're able to point visitors in the right direction for their area of interest.
- Have a friendly and helpful approach when answering the phone, taking bookings for events, and taking payments through the till.
- Be part of a wider Front of House Team by communicating clearly with other volunteers and staff, regularly attend training, and keep updated by the monthly Front of House newsletters.
- Maintain a welcoming and beautiful environment for visitors, keeping the library, front of house and shop area clean, tidy and well-stocked.
- Assist the GWL team with setting up for events, including helping provide refreshments, and organising equipment.
- Be confident talking about GWL's fundraising schemes including 'Be Our Friend'.
- Be an ambassador for GWL by flyering around the city and distributing the programme wherever possible.

We will provide full training on all aspects of this role and will support you throughout your whole time volunteering at GWL. What we ask is an enthusiasm for the role and an interest in learning about the organisation, its collections and its programme.

Ideally, we're looking for Front of House volunteers who can commit to volunteering for a day a week for at least 6 months. If you're able to volunteer for two half days, please do let us know.

We would also ask that all new volunteers attend an in-depth training session alongside Front of House induction training, read the monthly Front of House newsletters which detail important updates, and attend the programme launches which take place three times a year.