**Role Title:** Library Service at Home Book Delivery Volunteer  
**Directorate:** Libraries and Learning  
**Reporting To / Named Contact:**  
**Location:**  
**Time Commitment:**  
**Date/Duration of Project/End date:** Ongoing and regularly reviewed

### Outline of Key Tasks/Duties:

- To engage with the customer, develop an understanding of their individual reading tastes and share your enthusiasm for books and reading.
- Collecting and delivering library items for readers who are unable to visit the library themselves due to age, disability of caring responsibilities.
- Reliably providing this service at the times agreed in advance by the Library.
- To liaise with library staff and customers.
- Carry out specified tasks to the best of their ability, in ways which support the aims, values and standards of Worcestershire County Council.
- Comply fully with existing policies and procedures of Worcestershire County Council, including Code of Conduct, Health and Safety, and Equality and Diversity.
- Be willing to take part in an induction session and further training as appropriate.
- Show respect when entering the homes of the vulnerable.
- Have a full driving licence and use of a car.

**Criminal Records Bureau check necessary**

- Yes [ ]  
- No [ ]

**References required**

- Yes [ ]  
- No [ ]

**Driving licence/insurance checks required**

- Yes [ ]  
- No [ ]

**Interview required**

- Face-to-face [ ]  
- Telephone [ ]

**Authorised by Head of Service/Manager**

- ..............................................................

**Date**

- ..........................