



Resource Desk: Microfiche, Films, Card Indexes & Computer Room

Job Description

The Resource Volunteer provides guidance to members and visitors in accessing and using the many resources available on the Society's premises, including cards, microfiche, microfilms, datasets, websites. The Resource Volunteer also gives further guidance to members and visitors when research assistance is requested, especially when members or visitors are new to Family History research or don't know how to use a computer.

All Resource Volunteers have one thing in common – they are happy to help where ever they can and always strive to have a great rapport with fellow society volunteers, members and visitors alike.

Tasks involved are:

- signing in each person by surname who wishes to use the Resource Area
- collecting payments for all printed copies of items allowed to be printed.
- issuing of items asked for in the Resource Area
- monitoring resources, especially microfiche, to ensure that they are not misused, lost in amongst other resources by mistake, damaged, or stolen
- advising people of the rules regarding no eating, drinking or using phones in any area of the Society building, except in the kitchen or lunchroom, and also of the no copying of any document's in the microfiche or computer rooms by any type of camera. We allow cameras to be used in the library book area only.

The job requires:

- the ability to work with and to assist others – being polite, helpful, informative, engaging, firm, and quietly directive
- collaboration - quite often our Resource Volunteers will have a quick brain storm in a small group coming up with various research options to find a missing ancestor for someone at the Society. It's great for the less experienced volunteer to listen in on and learn from those who have a wealth of knowledge regarding research techniques. Less experienced volunteers can help with basic research enquiries. Some volunteers can help with more technical research enquiries. Some volunteers have an enormous amount of technical research knowledge and computer skills and also help with research and computer enquiries.
- organisation and care of all information resources – understanding the filing systems and ensuring that all resources used are returned correctly, assisting other volunteers in this where necessary

In line with the Society's Work Health and Safety policy, Resource Desk Volunteers need to:

- be vigilant in keeping their work area in a safe condition and report both verbally and in writing if need be any safety concerns to the person in charge on the day at the Front Desk
- in the event of any emergency, follow the instructions of the person in charge and assist other users or project volunteers to evacuate if told to do so.