

Kett's Books Information for Prospective Volunteers

Kett's Books is a Community Interest Company, registered with Company House. Being a Community Interest Company means we are a business which uses its profits to achieve public good and provide benefits to the residents of Wymondham and the surrounding area.

There had been a bookshop in Wymondham for many years and when the owner decided to retire in 2013 a team of book and literacy-loving volunteers united to save the town's bookshop for all and the company known as Wymondham Community Bookshop was formed.

Kett's Books opened its doors to customers on 1st February 2014 and our management structure is very simple. The shop and the delivery of Outreach Events are staffed by the Shop Manager, the Assistant Shop Manager and a team of volunteers. At any one time Kett's Books will have four or five Directors who oversee the strategic and operational activities and are accountable to a committee of Members who meet regularly to check that all is going well. We also have a Friends scheme to allow anyone to contribute financially to the work of the shop and receive a discount on purchases in the shop in return.

Kett's Books Objectives

1. To serve the town and village communities of Wymondham and surrounding areas with a self-sustaining, independent, local bookshop where excellent customer service takes priority.
2. To provide an outstanding selection of children's books.
3. To be proactive in keeping the Wymondham shopping experience, and 'shop local' priorities, alive.
4. To create events and space for conversations, interactions, and meaningful responses to the world of books in the local community.
5. To promote reading and literacy in all age groups, with special awareness of 'eager learners' and to those who could be 'left behind'.
6. To provide a meeting place and focus for book lovers and local reading and writing groups.
7. To provide access to literary resources, specialist sales on the internet, and through social media.
8. To support local authors and local-interest books.
9. To work in collaboration with other groups so that the community, its economy, and its beneficiaries will grow.
10. To nurture untapped talents and potential amongst volunteers and beneficiaries to broaden the appeal, scope and objectives of the shop as a social enterprise.
11. Work with schools to facilitate their role in broadening knowledge, and nurturing a love of reading.
12. To stay up to date with literary developments, and attract nationally and internationally renowned authors to the town.

Our Key Values

1. **Quality:** Do what we do well, with a high standard of service.

2. **Community:** To embrace and contribute to the community ethos.
3. **Passion:** Heart and mind commitment to books and their roles with other media.
4. **Integrity:** Be honest, open and doing the 'right thing'.
5. **Collaboration:** Seek and work with others to realise our goals.
6. **Adaptability:** Support our customers and community in their changing worlds.
7. **Accountability:** Take ownership and responsibility.
8. **Inclusivity:** a safe and welcoming environment, open to all

The Shop

Kett's Books shop is open Monday to Saturday 9.30 am to 5pm. We stock a range of books including a local interest section. If we do not have a book in store, we are usually able to order it for customers and have a short turn round time for this.

The shop serves as a hub for the readers of Wymondham and there are many discussions about books and recommendations from our customers as well as volunteers

Events and Outreach

Kett's Books is not just a physical shop, from its formation we have recognised the importance of promoting the enjoyment of reading and literacy by providing our community with events and outreach opportunities where they can have access to information, conversations and interactions with other book lovers.

We seek to do this in a number of ways

- Book groups
- One Community, One Book
- Author events, online and live
- Working with schools to offer, author events, sample boxes, tasting sessions, regular communication, advice and discount on books,
- Participation in World Book Day
- Engagement with whole community events
- Communication about books through regular newsletters and social media

To run these events we need a team of dedicated volunteers with a range of skills and abilities. The events team meets regularly to discuss upcoming events: what needs to be done, who has the best skills and experience to meet the requirements of the event, agree deadlines, and to check in with each other to ensure the work is being done to deliver the event successfully.

Communication

As a volunteer, you will be asked to receive and read a weekly email called Shop Notes, which will help you to understand the scope of what we are doing and give you a picture of the range of activities both in and out of the bookshop. As well as regular meetings we will ask you to join a What's App group to be able to communicate quickly and ensure visibility of decisions that are made.

How can you help?

Think about your skills and what you enjoy doing? This may be anything from working in the shop, assisting with admin. helping set up events to putting out tables and chairs, hosting events or simply making the tea, talking to people, adults or children or just as importantly listening

What time can you commit to Kett's Books, daytime, evening, weekdays or weekends, monthly or weekly?

Depending on your answers, we will have different expectations of different volunteers. We want very much to make sure we only ask you to do things that you'll feel comfortable doing and have the time to commit to.

What we expect of all volunteers:

- To be positive, enthusiastic, and eager to join a learning culture.
- To support the other volunteers and team to fulfil their own roles, as requested.
- To work cheerfully alongside other volunteers, for your mutual development and for everyone's protection.
- Communicate regularly with your designated Director.
- Let us know what you're really good at, because we want you to be able to make the best contribution you can.
- Recognise what's not going well and ask for help.

What next?

If you are interested in finding out more about volunteering with Kett's Books Appendix 1 sets out our recruitment process. If we are seeking to recruit a number of volunteers we may also invite you to an information evening which we hope you will be able to attend.

Please completed the attached form (Appendix 2) and send to \leave in the shop in a sealed envelope addressed to the Volunteer Co-ordinator who will then contact you.

(Appendix 1)

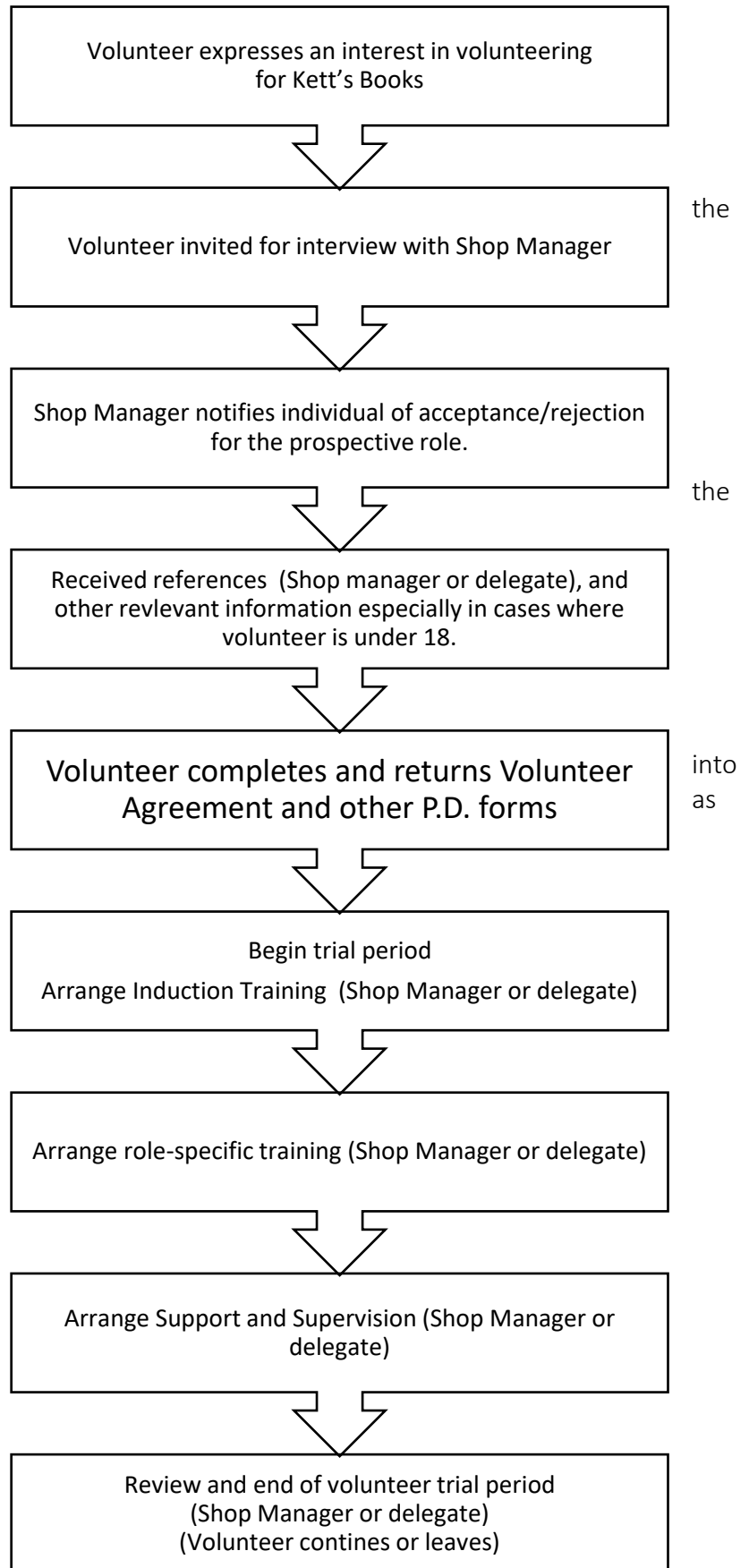
Recruitment process

In general, we will follow the process on right. Volunteers will complete the Volunteer Agreement and agree to work with the policies of Kett's Books upon beginning their role.

Volunteers are recruited based on our need, a shared love of books, and a good match of our values. Kett's Books reserves right to select or refuse volunteers' applications.

Some volunteer roles may require a Disclosure & Barring Service (DBS) check. This includes roles where the volunteer comes into contact with children or vulnerable adults part of their role on a regular basis or has access to some types of information. All Directors will be asked for a DBS check.

Volunteers may join us independently from the age of 14 for work experience or as part of the Duke of Edinburgh Award.



(Appendix 2)

Kett's Books Volunteer Expression of Interest Form

Thanks for your interest in volunteering with Kett's Books. We're glad you're interested in joining us.

A large team of volunteers are what keeps the company running, both inside the shop and behind the scenes. We want you to enjoy your time with us, and we want to make sure that you are happy and safe and well-matched to any role you take.

We have a full volunteers' agreement which describes what you can expect from us, and what we will expect from you. But for now, it would help if you could give us some basic information to help us get to know you.

Thanks again for your interest. We'll be in touch soon

Kett's Books

Date	
Name	
Email address	
Address	
Postcode	
Landline phone number	
Mobile phone number	
Best time to reach you	
If you are successful, will you be happy for us to share your contact details with the volunteers who will be working with you?	
How do you know about Kett's Books?	

Why do you want to volunteer with us?	
How would you like to help?	
When are you free to help out?	
How often would you be able to help?	
Are you first aid trained?	
Do you have any special skills or experience you think we might find useful?	
What do you enjoy reading?	

Do you have any particular needs that we should be aware of so as to best support your volunteering with us?	
Is there anything else you'd like us to know?	
Name and email address of reference 1	
Name and email address of reference 2	

If you are successful, we have a Volunteer Coordinator who will be in touch to ask you for details.

Signed _____

Printed name _____

Date _____

Updated 21/5/2022