



Manchester and Lancashire Family History Society

The Society is keen to add volunteers to its Helpdesk Team to maintain staffing levels during the holiday season and to cover for long-term absences when sickness occurs.

This, then, is an opportunity for members, who live within a reasonable travel distance of Manchester Central Library, and are keen to share their research skills with visitors to the Helpdesk in the Library who are less familiar with the processes. The Helpdesk service is open to the public every weekday between 10.30 and 15.30 except for a closed period around the Christmas and New Year season.

Initially, the successful candidates will be asked to be replacements for HD assistants currently on leave or long-term sickness, with a view to joining the team on a permanent basis when on-the-job training is complete.

The successful candidates will also be required to demonstrate:

1. The ability to engage comfortably with the visiting public;
2. A sound basic knowledge of family history research methods;
3. A good understanding of basic sources such as BMD, Census and Parish Registers;
4. An understanding of the Society's procedures [e.g., for membership renewal];
5. A willingness to learn.

A good general knowledge of the resources available in Central Library will also be an initial advantage, though the candidate will be expected to develop this knowledge to a good working level during the initial training period.

The Helpdesk is the society's prestigious and highly successful service to the public of Greater Manchester and greets visitors from all over the world. If you are interested in participating in this interesting volunteer work, please contact the Helpdesk Coordinator at helpdesk@mlfhs.org.uk . Alternatively, if you are in Central Library why not speak to one of the Helpdesk Team Leaders during a daily session.

David Muil

Chairman

