

VOLUNTEERING IN THE SWEDENBORG HOUSE BOOKSHOP

September 2020

BOOKSHOP RULES

- If a customer doesn't automatically, ask them to use the hand sanitizer.
- If a customer doesn't have a mask, offer them one of the disposable ones.
- Only allow 3 customers in the shop and ask any others to wait outside, or to come back later.
- **If for any reason a customer will not abide by these rules you can ask them to leave.**

CHANGES TO THE VOLUNTEERING ROLE

- The bookshop is now open from 11:00 am – 3:00pm to accommodate one volunteering slot per day to increase work-place safety and to allow safe travel to and from Swedenborg House.
- We are now only accepting card payments and will no longer have the till in the shop. We will continue to use the pink slip till receipt system.
- A screen has been installed around the front of the desk, please advise customers to stay behind the screen and not to talk or pass books around the sides. Books and the card machine can be passed through the allocated gap.

CHANGES TO THE CUTOMER

- Customers must wear a mask at all times in the shop (except those who have a medical reason not to, and children under the age of 11).
- Customers can no longer use the bathroom facilities within the building.
- Customers are advised to use the hand sanitizer provided when they enter the shop.
- Only 3 customers will be allowed in the shop at a time. If there are more wanting to get in, allocated queuing markers are located outside the shop. Queuing starts from behind the A-board at the base of the steps, to allow full access.
- The bookshop door will be propped open, whilst weather permits.

VOLUNTEERING ETIQUETTE

- To ensure a safe and clean environment, please leave the desk surface clear at the end of your slot. This is to enable an easy cleaning surface. There is sufficient room in the desk draws to store all equipment.
- Please do not leave any personal items in the draws or around the shop. We will provide you with your own pen and other stationary which will be kept in your own pencil case in the 3rd draw.
- Masks, gloves and hand sanitizer refills are stored in the cupboards to the right of the Latin books. Please take notice if any are running low. If all supplies are gone please ask Jacob or Maia for more.

WHEN TO WEAR A MASK/GLOVES

- Please wear a face mask if you are not behind the screen and are talking to a customer. When you are behind the screen, you do not need to wear a mask.
- If you are restocking and pricing books from the basement, please wear gloves and a mask for the entirety of the procedure.