

## **Yakima Valley Libraries Library Volunteer**

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### **Job Purpose and Summary**

Library volunteers help staff meet patron needs in a variety of ways. Some volunteer duties and responsibilities include: shelving materials, program set-up, take-down, homework help, computer tutoring, and other support tasks. Must be willing to uphold the concept of Intellectual Freedom, based on the First and Fourth amendments to the US Constitution, which affords all library users the right to seek and receive information on the subject of one's interest without examination or scrutiny by others.

### **Supervision Received and Exercised**

Receives general supervision from assigned management and supervisory staff.

### **Essential Duties and Responsibilities**

*Any of the following duties may be performed. These examples are not necessarily performed by all volunteers, however, and do not include all specific tasks a volunteer may be expected to perform.*

1. Welcomes and serves patrons of the library using high quality customer service practices. This includes: greets customers sincerely, speaks in a friendly manner, welcomes and serves customers without regard to race, color, religion, gender, sexual orientation, national origin, perceived or real disability, age, ancestry, or other characteristics; acknowledges customer's presence as soon as possible, even if occupied; does not communicate any value judgment when interacting with customers, and verifies that customer's needs are met.
2. Under supervisor's direction, sorts, revises, shelves and shifts books and other library materials according to appropriate filing system; checks materials for wear and tear.
3. As assigned, performs shelf reading and reorganizes shelves for correct location of materials and for attractive appearance of shelves.
4. Directs library customers to requested areas of the library or refers them to appropriate personnel for assistance.
5. Assists library customers with the use of a variety of equipment including computers, printers, self-checkout machines and photocopiers; refills supplies and reports any equipment problems to supervisor.
6. Keeps public area picked up and neat, returning materials to appropriate locations; prepares designated areas for special programs.
7. Assists in training library customers in the use of the online catalog.
8. Assist at craft stations and program activities as requested. Clean up activity area after program has concluded.

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9. Perform general light cleaning, such as dusting, cleaning windowsills and tabletops, straightening materials, vacuuming, cleaning book covers, etc.
10. May clean DVDs and book covers, and stamp and mark discards.
11. May assist with homework help as directed.

**Qualifications**

1. Completion of 2 years of high school and age 16 or older.

Knowledge of:

1. English usage, spelling, grammar, and punctuation.
2. Current office methods and procedures including PC usage and familiarity with word processing, emailing systems, and web-based searching.

Skill in:

1. Listening to, understanding and interpreting information received from library customers and library employees.
2. Developing and maintaining good working relationships.

Ability to:

1. Understand and follow written and verbal instructions, policies and procedures.
2. Work congenially and patiently with patrons of all ages including small children.
3. Able to be punctual and be contacted by telephone for scheduling, changes and meetings.
4. Able to convey a positive, friendly attitude.
5. Able to maintain a regular schedule of minimum hours per month.

**Work Environment and Physical Demands**

1. Normally standing for extended periods of time. Seated and walking occasionally.
2. Normal physical activity including some bending, pushing, pulling, and lifting and carrying, which may range up to 45 lbs. upon occasion. Pushing/moving library materials weighing up to 120 pounds with mechanical assistance, such as cart or dolly upon occasion.

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Signature

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Date