



**Yakima Valley Libraries**  
102 N 3<sup>rd</sup> St • Yakima, WA 98901 • 509.452.8541 • [www.yvl.org](http://www.yvl.org)

## **TITLE: Library Volunteer—Talk Time**

**Posting Date:** 3/8/2019

**Location:** West Valley Library

**Hours per Week:** 2-4

**Schedule:** Evenings

**Reports to:** Managing Librarian

**Apply:** Electronic applications are available online at [www.yvl.org](http://www.yvl.org) or may be obtained at any YVL location and submitted to any Yakima Valley Library, fax to HR at 509-575-3408 or mail to:

Human Resources, Yakima Valley Libraries, 102 N. Third Street, Yakima WA 98901

**Contact:** Human Resources; (509) 575-3433 [hr@yvl.org](mailto:hr@yvl.org)

### **Minimum Qualifications**

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

### **Position Information:**

Talk Time Library Volunteers will lead a small group of adult English learners as they practice their English in a relaxed, fun way through English-only conversations. Weekly sessions will connect participants to each other and their community as they discuss current events, traditions, holidays, and topics of interest. 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.

### **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. May at times have short periods of unsupervised access to children under the age of 18 or a vulnerable adult or person.
3. Will lead weekly conversations in English only among adult English learners in areas of interest, which may include current events, traditions, music, where to shop, health programs, job searching, and other topics.
4. Will work with library employees to develop topics and lists of questions to encourage conversations.
5. Will record attendance and provide to library employees.
6. May assist library employees in set up and take down of meeting space.

### **Qualifications**

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

### Knowledge of:

1. English usage, spelling, grammar, and punctuation.

### Skill in:

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

### Ability to:

1. Understand and follow written and verbal instructions, policies and procedures.
2. Ability to elicit responses from newcomers.
3. Display patience, creativity, and a willingness to use a variety of methods to promote communication.
4. Sensitivity to potential differences in culture.

5. Willingness to listen more than talk.
6. Commitment to lead sessions for 6 months.
7. Work congenially and patiently with patrons of all ages.
8. Able to be punctual and be contacted by telephone for scheduling, changes and meetings.
9. Able to convey a positive, friendly attitude.
10. Able to maintain a regular schedule of minimum volunteer hours per month.

**Work Environment and Physical Demands**

1. Normally seated for extended periods. Standing and walking occasionally.

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Signature

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Date