

**ESTHERVILLE PUBLIC LIBRARY**  
**JOB DESCRIPTION**  
**VOLUNTEERS**

**SUPERVISION:**

Receives direction from the Director of Library Services and/or a paid staff designee.

**JOB DUTIES:**

Circulation Volunteers:

1. Operate the automation system, maintain confidentiality of user information, register new users, and respond to telephone patron inquiries and assist in Inter-library Loan transactions. Maintain an orderly shelving system. Keep work areas neat and organized.

All Volunteers:

1. Maintain awareness of upcoming library programs and events.
2. Cooperate as a team member with library staff in performing essential library duties assigned by the Director of Library Services in all phases of daily library routine.
3. Document any and all situations the Director of Library Services should be informed about with regard to users, services, and building facilities.
4. Agree not to interpret policies or add or delete materials or members within our automated system (these duties, among others, are reserved for paid staff).
5. Agree not to conduct or engage in religious, sectarian or political activities while representing the library.

**ABILITIES:**

Duties will be performed in a climate-controlled environment. Routine and intermittent exposure to computer screens is expected. Ability to lift books and audiovisual equipment and push book carts is required. Ability to bend, stoop, reach and stand is required on a daily basis. A successful volunteer must communicate clearly and deal tactfully with users of the library, especially in stressful situations.

**QUALIFICATIONS:**

The volunteer must have the ability to meet the public well, have an interest in reading and other library-related activities, accept responsibility and supervision, learn new skills, and adapt to change. Knowledge of office machines and computer skills including Internet and word processing is required for some volunteer positions (circulation, etc.).

**JOB SUMMARY:**

This job description provides a summary of the responsibilities and duties a volunteer may be asked to perform. Other duties may be assigned.

Approved: 06/2011    Reviewed: 03/2013    Revised: 03/2013, 03/2017, 08/2020