

St. Joseph County Public Library Volunteer Requirements/Abilities

Position Title: Public Service Volunteer
Location: German Township Branch
52807 Lynnewood Avenue, South Bend, IN 46628
574-271-5144

Hours: Required to commit to at least 6 months of a consistent volunteer schedule.
Required to volunteer four hours per week.

Requirements:

- Requires dependability, punctuality, good attendance and work habits.
- Requires a thorough comprehension of alphabetical and numerical sequences
- Requires excellent communication skills.
- Requires a strong commitment to excellent and genuine customer service.
- Required to follow instructions, be accurate, and pay attention to details.
- Requires an aptitude and interest in using computers.
- Requires patron and staff confidentiality.
- **Drug Testing and Criminal History Record Check are required as a condition of volunteering.**

Personal Strengths
And Abilities:

- Ability to work harmoniously with Library patrons and staff
- Ability to problem solve in a professional manner with Library patrons and staff.
- Ability to be flexible while maintaining open-mindedness
- Ability to maintain composure and overcome stress in any situation
- Ability to learn library's automated system, as well as, self-service technology
- Sense of Humor, Enthusiasm, and a positive attitude
- Ability to accept and manage change
- Ability to communicate and interpret the services, philosophy, and policies to patrons in a courteous, friendly, and positive manner

Essential
Volunteer Duties:

- Assist patrons with self-check technology, including checking out, returning, renewing and paying fines at the self-check
- Help patrons with computer issues, including Pharos (sign up, and creating passwords), email, Internet browsers, Word, library catalog searching, print management, copier
- Perform roving duties – put away new books, straighten shelves, shelve AV materials, other duties as assigned.
- Assist patrons in locating specific books or other materials
- Show new patrons where and how to sign up for a library card
- Perform SRC assistance, including signing up patrons, teaching patrons how to log their books, and awarding prizes
- Inform patrons of library programs & how to register for them.