

## Volunteer Position Description

**Title:** Branch Volunteer

**Job Summary:** Performs a variety of duties related to the circulation of library materials, including assisting with delivery and returns, withdrawing items from circulation and processing customer requests. Volunteers may also assist customers using the library's self check out machines. Volunteers may also perform a variety of duties to assist library staff with programs for children, teens and adults.

**Locations:** Various library locations – Aberdeen, Abingdon, Bel Air, Darlington, Edgewood, Fallston, Havre de Grace, Jarrettsville, Joppa, Norrisville and Whiteford.

**Need:** Hours vary branch. Minimum requirement is typically 2 hours a week.

### Essential Functions:

- Search and process Pending Lists;
- Assist customers by providing instruction in the use of Self Check-Out machines;
- Assist with removing and processing expired holds from the hold shelf;
- Withdraw selected materials from the collection;
- Clean books, LSC materials, LEAP kits and other items;
- Assist library staff with preparing for special programs, may include preparing name badges, gathering supplies, assembling information packets and other duties;
- Provide assistance before and during the program with sign-in and crowd control;
- Assist with clean-up after the conclusion of programs;

### Standard Functions:

- Is dependable and punctual;
- Records volunteer hours electronically;
- Maintains a positive, friendly and cooperative attitude and provides consistent customer service;
- Maintains customer confidentiality and privacy;
- Upholds all library policies and procedures of the Harford County Public Library;
- Performs other duties as assigned.

### Required Knowledge, Skills, and Abilities:

- Knowledge of alphabetical and numerical systems;
- Ability to learn to operate relevant computer systems and office machines;
- Ability to learn to maintain and organize library materials;
- Ability to complete repetitious tasks with complete accuracy;
- Ability to maintain confidentiality;
- Ability to work independently and dependably to complete routine tasks;
- Ability to effectively communicate with others; including the ability to effectively coach and guide others who may be experiencing difficulty or have questions;
- Ability to refer information-seeking and reference-type questions to appropriate staff.

**Education and Experience:**

- Completion of 10th grade education with ability to read, write and understand instructions.

**Physical and Environmental Conditions**

- Work requires moderate physical effort in the handling of light materials, up to 30 pounds, in non-strenuous work environment. For example, pushing/pulling of library cards, lifting, stretching, and stooping, sorting and shelving library materials and loading and unloading delivery bags;
- Work also involves standing or walking up to 50% of the time.

The above volunteer position description is not intended as, nor should be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with the job. The library administration reserves the right to change, modify, delete, and supplement job duties based on the organizational needs. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job.