



## VOLUNTEER POSITION GUIDE

<b>TITLE</b>	CIRCULATION – COLLECTION CARE/SPECIAL
<b>HOURS</b>	Minimum of 3-6 scheduled hours, 2 days per week. A schedule will be arranged to meet the needs of the volunteer and the library.
<b>SUPERVISOR</b>	Assistant Supervisor, Circulation

**Assignment Objective:** Contribute to a positive customer experience in the library by:

- Checking items in so they can be returned rapidly to the shelf or queued for the next reserve.
- Locating and processing holds so they are ready for pickup by patrons as quickly as possible.
- Updating item location or status to ensure accurate shelving and ease in locating.
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- Help maintain the order and appearance of the adult collection by:
  - Sorting items quickly onto carts by category for ease of location by staff.
  - Shelf returned items and maintain items in proper order so that they can be readily located by patrons or staff.

**The volunteer in this position will be responsible for:**

- Checking in items and placing them in the proper location
- Triggering holds for Chester County Library patrons or patrons at other libraries
- Locating CCL items placed on reserve by patrons throughout the system
- Pulling expired new books
- Changing the status and/or location of items in the catalog
- Sorting returned books
- Shelving materials in the proper location
- Shelf reading to maintain proper order on the shelves
- Keeping shelves neat and orderly and shifting when necessary
- Answering directional questions from patrons
- Assisting with special projects as needed
- Working knowledge of Millennium Circulation system is highly preferred
- Working knowledge of circulation procedures and work flow as well as library layout and the Dewey Decimal system
- Physical stamina - stooping, standing, stretching and use of footstool required.
- Must be able to read spine labels from top shelf to bottom
- Able to work in a busy and crowded environment
- Ability to follow written and oral directions
- Attention to detail
- Service oriented with a desire to actively support the mission of CCLS through volunteer service

### TRAINING

- On-the-job training will be provided.