



## VOLUNTEER POSITION GUIDE

<b>TITLE</b>	OUTREACH VOLUNTEER
<b>HOURS</b>	Minimum of three consecutive hours on one morning a week. A schedule will be arranged to meet the needs of the volunteer and the library.
<b>SUPERVISOR</b>	Outreach Supervisor
<b>OBJECTIVE</b>	To assist with maintaining the Outreach collection and support overall administrative aspects of the Mail Order Delivery program, the services that support our customers who are visually impaired and services to nursing homes and senior centers.

### THE PERSON IN THIS POSITION WILL BE RESPONSIBLE FOR

- Assemble, send out and receive/process application packets to customers who inquire about Mail Order Delivery.
- Based on a customer's reading profile, help select materials to send to customers who are homebound.
- Using the library's online circulation system, check materials out and back in again who are homebound.
- Perform light clerical tasks.

### DESIRED QUALIFICATIONS/SKILLS

- Commitment to the program and customer service
- Excellent verbal and written communication skills.
- Basic skills with using a personal computer and various software packages.
- Broad interest and knowledge of current authors and topics.
- Be service oriented with a desire to actively support the Chester County Library's mission through volunteer service

### TRAINING

- A one-to-one orientation will be provided by the Volunteer Coordinator at the time of placement
- On-the-job training will be provided

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