

South Natomas Public Library – Adult/Teen Volunteer Program

Volunteer Position Description - Library Docent

Impact of Position:

The Docent provides a positive experience to our patrons as they come in to the library to get a library card, checkout materials, use our computers and find out about our services and programs. For many patrons, this may be their first time entering a public library. It is our goal and vision that they return often and become patrons for life.

Position Description:

This position requires the volunteer to be on their feet moving around for the majority of their shift.

Qualifications:

- People oriented and friendly
- Customer-service focus with good communication skills
- Ability to work independently

Responsible to: Branch Supervisor

Responsibilities:

- Greet and welcome patrons
- Assist with new library card application process
- Teach patrons how to use the self-check
- Assist patrons with basic computer questions (how to reserve a computer, how to logon, how to send a job to the printer, how to print)
- Give informal tours of the library and teach patrons how to use the catalog and find materials in the library

Training Provided:

- Orientation to library areas and organizational system
- Working with people with special needs, disabilities and limited-English

Time Commitment: 2-3 hours/day; 1 day/week

Contact Person: Vicki Rondeau, Branch Supervisor, 566-2133