



Lake Travis Community Library

Volunteer Job Description

Circulation Assistant

Position Overview: Greet patrons and help them with checking out materials and checking in returned materials. Assist patrons with a variety of needs such as using the catalog, locating materials in the library, answering general questions, and accessing library services. Optionally, some volunteers assist circulation staff by shelving materials, searching for reserved materials, and answering the telephone.

Responsibilities:

- Provide excellent customer service to people of a variety of ages and backgrounds.
- Use computers to search the library's catalog, reserve materials for patrons, and check items in and out.
- Be familiar and able to educate patrons about library services and programs.

Qualifications:

- Excellent interpersonal skills and a customer-focused attitude.
- The ability to multi-task.
- Strong communication skills in English; Spanish language skills a plus.
- At least 18 years of age.
- Respect for patrons' privacy and confidentiality.

Benefits of Volunteering:

- Develop relationships with and serve members of our community.
- Gain communication, technology, and service skills.
- Spend time in the peaceful environment of the library.

Training and Support Provided:

- Orientation and training on library resources and procedures prior to first shift. Staff present at all times.

Length of Commitment: At least one weekly shift of two to three hours for a minimum of six months.

Contact Person: Danielle Wilson, Volunteer Coordinator, 512-263-2885,
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