



Homebound Delivery Volunteer

Position Overview and Impact

Douglas County Libraries elevates our community by inspiring a love of reading, discovery and connection. Volunteers are an invaluable resource in improving the quality of living in Douglas County.

The Homebound Delivery Volunteer plays a critical role in ensuring that materials are provided in a timely manner to community members who are unable to visit the library due to extended illness, health condition, or disability. Homebound Delivery Volunteers enhance our reach to the community.

Key Responsibilities

- Determines appropriate material for homebound customer based on Reader Profile form and/or selects items that customer has specifically requested
- Performs work that involves the processing and handling of library materials in an accurate and timely manner
- Drives to/from customer's residence to pick up and deliver library materials
- Presents a positive image of the library in communications and appearance while performing duties in the library and customer's residence

Qualifications

- Ability to interact with customers and staff
- Ability to work independently
- Accuracy
- Background check passed
- Excellent customer service and organizational skills
- Must have reliable transportation

Training and Support Provided

- Orientation to the library
- Library check-in and check-out procedures
- Guidance of Lead Homebound Delivery Volunteer, including ability to shadow the lead

Benefits of Volunteering

- Our volunteers enjoy personal growth and interaction, a sense of community involvement, potential physical benefits of activity, work experience, and development of job skills.
- Community volunteers are key contributors to the success of our libraries.
- We provide a safe, pleasant environment and the opportunity to meet people from diverse backgrounds.

Time and Length of Commitment

- Minimum two hours a week for six months, but prefer a year
- Delivery days and times are arranged between the volunteer and customer

Staff Connection

- Branch Volunteer Coordinator and Lead Homebound Delivery Volunteer

Revised September 2017