



Lead 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.

Homebound delivery volunteers play 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. In addition, the Lead Homebound Delivery Volunteer trains and guides other volunteers on the homebound delivery process.

Key Responsibilities

- Trains and guides volunteers to perform work that involves determining appropriate material for homebound customers based on Reader Profile form and selecting items that the customer has specifically requested
- Allows shadowing by new volunteers as part of the homebound delivery training
- Works with the Branch Volunteer Coordinator to recruit homebound delivery volunteers
- Makes recommendations to improve processes, volunteer staffing, and the customer's experience
- Presents a positive image of the library in communications and appearance while performing duties in the library and the customer's residence

Qualifications

- Ability to interact with customers and staff
- Accuracy
- Excellent customer service and organizational skills
- Expertise and ability to work independently as well as train/guide others
- Must have reliable transportation
- Background check passed

Training and Support Provided

- Orientation to the library
- Library check-in and check-out procedures
- Review of lead role expectations with Branch Volunteer Coordinator

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
- Shifts are available during the week, evenings and weekends

Staff Connection

- Branch Volunteer Coordinator

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