

Job Descriptions

On a very practical level, job descriptions provide solid help across the board to library employees from the director of volunteers by establishing expectations. This helps produce a productive, well-adjusted team of staff and volunteers.

Who creates job descriptions? Anyone with the inclination if possible. Certainly staff members who will be working with the assigned volunteers should be involved. Volunteers themselves can provide valuable insight. However the director of volunteers has ultimate responsibility.

What goes into a job description? *Who, what, where, when, why, how* are good beginning points. You want to provide enough information to tempt potential volunteers with the position's attractive points while simultaneously conveying a realistic view of the time and location requirements and desirable skills. These can include the following:

- Job title,
- Function: need for the job, its purpose to the library,
- General statement of duties,
- Examples of duties,
- Supervision exercised, supervisor,
- Qualifications,
- Time frame: Approximate number of hours by day, week, or month as well as number of months' commitment,
- Location of the job, and
- Benefits and opportunities.

Regardless how appealing or well-written a job description may be, it is useless if no one fills the position. The approach to volunteers' job descriptions should be flexible enough to permit rewriting and adaptation to fit each situation's uniqueness.

FIGURE 3-3: Job Description—Volunteer Staff Aide

<i>General Statement of Duties:</i>	<ul style="list-style-type: none">• Assists staff members with clerical tasks, basic research, circulation activities, computer and audio-visual usage, and materials repair.• Promotes a positive public image of the Public Library through all contacts with library staff and customers.
<i>Examples of Duties:</i>	<ul style="list-style-type: none">• Helps with typing, word processing, photocopying, alphabetizing, filing, shelf reading, and other general clerical projects.• Handles books, and other library materials.• Telephones customers with book notices.
<i>Supervises:</i>	None.
<i>Qualifications:</i>	<ul style="list-style-type: none">• Basic clerical skills, willingness to help and to learn new skills, openness to new ideas and experiences.• Ability to work effectively with a diverse public and staff.
<i>Time frame:</i>	Works a minimum of two hours per week. Contracts for three months of services.
<i>Location:</i>	Branches as needed.
<i>Supervisor:</i>	Volunteer services manager, senior clerk, or other library staff as designated.