

## VOLUNTEER POSITION DESCRIPTION

**Title:** Library Circulation Desk Assistant

**Purpose:** Library volunteers make up the critical support team that operates the Kass Judaic Library. It is a wonderful resource and benefit for all members. The library not only offers our members a wide variety of fiction, non-fiction, DVD's, and audio books to borrow, it has a vast array of periodicals and reference materials for all who enter the JCC to browse while they are visiting. The book collection is refreshed every fall with newly published titles featured at the annual Book Festival Book Store.

### Description of Duties:

- Check-in and check-out duties
- Assist patrons by answering questions and searching the database for books
- Make phone calls to return messages and collect fines for overdue books
- Display new periodicals and maintain a clean and orderly library

### Qualifications:

- Must have basic computer skills and be comfortable with learning the basics of the library computer system
- Prior customer service skills preferred
- Must be outgoing and willing to be trained and help others

### Time Requirements:

- On-going 3 month minimum commitment, 1 shift per week
- Available shifts:
  - Mondays 3-5pm
  - Tuesdays 12-3pm (temporarily available until August 20)
  - Tuesdays 3-6pm
  - Fridays 12-3pm, 3-5pm
  - Sundays 9am-12pm, 12-3pm

### **Orientation/Training:**

- New volunteers will be trained to use the computer system, preferably on a Monday morning, and will shadow a current volunteer for two shifts
- Must read and follow the training manual provided

### **Benefits:**

- Volunteers who are not members may get a library pass after 3 months of service
- Twice a year, volunteers attend a Library meeting with refreshments provided

### **Evaluation and Reporting Procedures:**

Volunteers must sign-in on the Volunteer Time Log at the Front Desk upon arrival and departure from the Center during volunteer service. Volunteers are also invited to attend an Annual Meeting where they are recognized for their service.

### **Location:**

Kass Judaic Library – JCCGW

6125 Montrose Road

Rockville, MD 20852

### **Supervisor:**

Debby Goldberg, Literary Programs Coordinator, 301-348-3816, [dgoldberg@jccgw.org](mailto:dgoldberg@jccgw.org)

### **Agency Contact:**

Jennifer Wenk, Member/Guest Services Director, 301-348-3850, [jwenk@jccgw.org](mailto:jwenk@jccgw.org)

**About the Organization:** The mission of the Jewish Community Center of Greater Washington (JCCGW) is to create a welcoming and inclusive environment, connecting people of our Jewish community with each other, Israel, and the broader community. We provide programs, classes, and safety-net services to people of all ages and backgrounds, enhancing their social, physical, intellectual, and spiritual well-being.