

VOLUNTEER JOB DESCRIPTION

Library Concierge

Department: Volunteer Services

Supervisor: Volunteer Coordinator, *Jessica Link*

The reason we need you.

Our Library is a happening place! People are walking in our doors from the moment they open until the moment before they get locked up for the night. With this many folks coming and going, it is challenging for staff to have time to greet every customer with a friendly “hello” and give each person the one-on-one assistance that makes for an exceptional library experience. You could help us give that personal touch!

As a Library Concierge, you will help transform our building into a welcoming environment. You will greet customers, answer questions about the building and current programs, assist customers with the self-check out process, provide basic directions and simple instructions for customers looking for help, and put a personal touch to the customer’s library experience.

But don’t think the customer is the only one thankful for your help – your efforts will also be a tremendous asset to our Library staff! Knowing you are working alongside them to help provide basic customer service means that our staff can more fully concentrate on the complex library services they do best. Together, you’ll enrich the library experience for all customers!

You might be the right volunteer if...

- Friendly, approachable, and flexible are words others might use to describe you.
- You enjoy talking to people and helping to make their day a little brighter, a little easier.
- You thrive in a busy environment and can handle changes and new questions as they come your way.
- You value the unique differences in all people. Library customers come from all kinds of backgrounds. You enjoy making everyone feel welcome at the Library.
- If someone looks lost or confused, you are comfortable walking up to say, “Hi! How can I help you?” and taking that next step to provide a great library experience.
- There are times when you won’t have the answers. That’s okay! You are ready and willing to find the customer the help they need by smoothly and professionally transitioning them to staff.
- You like to be on the go. You feel good moving around the Library and keeping active.

This job will allow you to:

- Share your sunny, helpful personality with a wide variety of Library customers.
- Help customers have the best possible library experience.
- Become knowledgeable about the Library facility and its many resources.
- Keep active and moving.
- Get to know the Library staff for the excellent, friendly resource that they are.
- Provide a valuable resource to the Library in saving time for our staff to dedicate to larger, more complex projects that benefit the community.
- Give back to your community through volunteer service.

What you bring to the table:

- A friendly, open attitude that provides a great impression of the Library to our customers.
- Your intellectual energy and willingness to learn something new everyday.
- The ability to work as part of a team – following directions and guidelines to add your best to the process.
- A positive, “can-do” attitude that has you excited to walk in the Library’s door and get started.
- A reliable work ethic – we are counting on you to help our Library run smoothly. Sure, things pop up on occasion, but overall you are someone we can depend on regularly.
- Ability to read, write, and follow written and verbal instructions.
- Ability to be active and moving about the library.

Your time commitment.

- Weekly two-hour commitment for a minimum of 3 months. We’ll work out a regularly scheduled day and time of the week that works best for both parties.
- Opportunities are available: Monday-Thursday from 9am-9pm; Friday-Saturday from 9am-5pm; Sunday from 1-5pm.
- Attend an initial Library orientation – 2.5 hours.
- Attend a training session specific to your duties – 2 hours.
- Receive on-going training and support – as requested/needed.
- No required end date – stay as long as you like!

We are guided by our shared values.

- Freedom: Our Library is committed to the free and open exchange of ideas.
- Community: Our Library is for everyone. You are welcome here.
- Creativity: Our Library is on a journey toward inspired products and relevant services.
- Fun: Our Library is serious about art, entertainment, and recreational experiences that are essential in making life worth living.

What makes the Cedar Rapids Public Library special?

The Cedar Rapids Public Library is a passionate advocate for literacy and lifelong learning. The Library exists to impact our community and transform its quality of life through education, civic engagement, the arts, and entertainment.

The CRPL Volunteer Program develops exceptional volunteer opportunities to support and enrich the Library through community engagement. Our vision is a collaborative environment that encourages community members to work towards an outstanding library experience.