

Library Volunteer Coordinator

Nature of Work

This is very responsible administrative and outreach work assisting the Sevier County Library System with coordinating the activities of individuals who volunteer at the main and branch libraries. Activities associated with the job include developing, implementing and coordinating a comprehensive volunteer program, recruiting, screening and placing volunteers for the library system and establishing and maintaining productive relationships with community groups, service clubs, businesses, schools, etc. Additional activities include maintaining records and developing reports pertaining to volunteer program operations, assisting with developing and monitoring the volunteer program budget and assessing the needs and performance of volunteers. Job responsibilities require considerable knowledge of public library operations, considerable experience working with volunteers, strong organizational, interpersonal and decision making skills and sufficient strength and agility to perform the physically demanding aspects of the job in a variety of weather conditions. Job performance is evaluated by the Library Director through review of the effectiveness of the volunteer program for the library, ability to interact successfully with library constituents, co-workers and the public, organizational and decision making skills, effectiveness and coordination of volunteer activities and adherence to departmental policies and procedures.

Illustrative Examples of Work

- Coordinates, administers, promotes and oversees the SCPLS volunteer program and modifies the program in response to changing needs.
- Participates in the development and implementation of volunteer program goals, objectives, policies, procedures and priorities; develops strategies for the achievement of these goals and modifies the program in response to changing needs.
- Recruits, screens, interviews, hires and places volunteers for the library system and associated programs in coordination with the Library administration.
- Provides volunteer orientations and training and evaluates their performance on a regular basis.
- Assesses volunteer needs of the SCPLS on a continuing basis, confers with the appropriate staff to evaluate their volunteer needs and coordinates with staff to develop volunteer jobs and projects.
- Coordinates employee personnel relations and personnel issues regarding volunteers, participates in the resolution of complaints and performance issues and terminates volunteers when necessary in coordination with the Library administration.
- Interacts with media and other resources to recruit volunteers, provide program support and enhance awareness of library volunteer programs.
- Assists with ensuring the proper enforcement of the SCPLS Patron Rules of Conduct and maintaining records of children and other individuals who have been suspended from library privileges.

- Works with community groups and serves on various boards and committees as directed by the Library Director.
- Establishes and maintains relationships with community groups, service clubs, businesses, schools and the public regarding the library system volunteer program.
- Provides information and referrals regarding the volunteer program and volunteer opportunities to community groups and individuals through presentations and other outreach activities.
- Develops and implements programs and activities to promote volunteer recognition, motivation and retention.
- Develops and maintains positive relationships with volunteers, plans and coordinates a formal recognition program and participates in recognition of volunteers in community presentations.
- Maintains records and develops reports concerning program operations and effectiveness, maintains files, records and reports and prepares statistical reports as required in coordination with the Library administration.
- Participates in the development, administration and monitoring of the volunteer program budget, tracks expenditures and projects future funding needs in coordination with the Library administration.
- Performs related duties as required.

Necessary Requirements of Work

Graduation from an accredited high school, completion of an Associate Degree in business administration, public administration or related field (B.A. degree preferred); experience supervising volunteers and volunteer programs; sufficient physical strength and agility to perform the physically demanding aspects of the job in a variety of weather conditions; ability to interact effectively with the public; strong decision making and organizational skills; or any equivalent combination of education and/or experience to provide the following knowledge, abilities and skills:

- Considerable knowledge of Sevier County Public Library System policies and procedures and Patron Rules of Conduct or the ability to acquire this information within 60 to 90 days.
- Considerable knowledge of the principles, techniques and practices involved with planning, developing, directing and administering a volunteer program.
- Considerable knowledge of acceptable human resource related techniques and practices including the recruitment, hiring, evaluation, motivation and discipline and/or discharge of staff.
- Considerable knowledge of local community resources, civic and social organizations and other sources of volunteers.
- Knowledge of modern office procedures, methods and equipment including computers and various software applications.
- Knowledge of basic budget preparation, monitoring and administration practices.
- Knowledge of acceptable grammatical form and practices utilized for correspondence, memoranda, reports, etc.
- Knowledge of the geographical area including major streets, highways and thoroughfares.
- Knowledge of common first aide practices and exposure to dangerous pathogens including the use of universal precautions.

- Ability to perform the physically demanding requirements of the job in a variety of weather conditions.
- Ability to interact in a professional and tactful manner with co-workers, library clientele, personnel, perpetrators, and local government officials.
- Ability to plan and organize personal time and activities required to meet expected levels of performance and imposed deadlines.
- Ability to make appropriate and timely decisions based upon all obtainable information relevant to the situation.
- Ability to make effective and informative presentations to community groups, civic organizations, social service agencies, etc.
- Ability to effectively develop and coordinate the activities and services of the library volunteer program.
- Ability to effectively recruit, train, evaluate and motivate library volunteers.
- Ability to establish and maintain program related data, maintain pertinent records and prepare clear and concise reports.
- Ability to effectively elicit community and organizational support for the volunteer program.
- Ability to acquire and utilize new job related information as required.

Necessary Special Requirements

- Possession of a valid Tennessee driver's license and the ability to be insured at standard vehicle liability rates.