



## VOLUNTEER SERVICE DESCRIPTION

### Library Representative Position Description & Competency

Objective:	To fulfill patient and family needs for information; to help library visitors cope with physical, mental, emotional, and spiritual dimensions of illness and health.
Hours/Shifts:	Enloe Health Learning Center :Tues: 2pm-6pm; Wed-Sat: 11am-3pm Enloe Cancer Center Library: MWF 9am-1pm; Th 9am-12pm
Location:	Enloe Health Learning Center (5 <sup>th</sup> Ave & Esplanade) and/or Enloe Cancer Center Library (Enloe Cancer Center)
Responsible to:	Enloe Health Learning Center : Planetree Coordinator Enloe Cancer Center Library: Cancer Support Program Coordinator
Qualifications:	<ul style="list-style-type: none"> <li>• Compassionate listener</li> <li>• Health sciences or medical background desired</li> <li>• Online database management training or experience desired</li> <li>• Experience with library research methods desired</li> <li>• Ability to work without supervision</li> <li>• Ability to operate office equipment including telephones, copier/printer, computer (word processing and internet access)</li> <li>• Ability to supervise computer use by guests</li> <li>• Physical ability to shelve books and to access patient areas</li> </ul>
Training:	<ul style="list-style-type: none"> <li>• Must attend hospital orientation presented by the Volunteer Services Department</li> <li>• Participate in position specific training</li> <li>• Attend a minimum of one ongoing training/update meeting for this placement</li> <li>• Attend a Planetree Retreat offered by EMC</li> </ul>
Competencies:	<ul style="list-style-type: none"> <li>• Responsive to needs of visitors</li> <li>• Supports daily EHLC and/or ECC library operations</li> <li>• Provides administrative and organizational support as needed</li> <li>• Exhibits volunteer professionalism</li> </ul>
Summary:	The Library Representative volunteer's first goal is to be welcoming, warm, aware, a good listener, and supportive to our patients, families and caregivers. This leads to helping our visitors find material (books, videos, CDs, audiocassettes) to increase their understanding and ability to cope with their illnesses and accompanying stresses. Library Representative volunteers also help catalog and process books and other media, assist in registering new visitors, check out and check in books, and assist with overdue contacts.

**Volunteers May Not:**

- Perform duties outside the scope of the service description and/or orientation.
- Replace an employee; volunteers may complement/assist, but not supplant the duties of a paid worker.