

DAYTON METRO LIBRARY VOLUNTEER OPPORTUNITY

OPPORTUNITY TITLE: Docent

DEPT: Volunteer Services

REPORTS TO: Kim Dellinger

DATE: 4/2021

BASIC FUNCTION: This volunteer opportunity is responsible for guiding tours through a temporary exhibit at the Dayton Metro Library, Main Library, 215 East Third Street, Dayton OH 45402. Docents must understand the history and legacy of Redlining, and enhance the exhibit's content with personal stories and or learned history, facts, policies and legacies.

ESSENTIAL DUTIES:

1. Review all exhibit information and content to prepare for the historical and societal context of *Undesign the Redline*.
2. Provide courteous, welcoming and prompt docent services to all patrons during scheduled tours.
3. Support visitors as they interact with the exhibit and explore the issues presented.
4. Encourage visitors to share their thoughts and contribute to the local story, and to complete exhibit surveys.
5. Promote other related programs, services, reading lists and activities.
6. Provide contact information to support agencies, if needed.
7. Serve as a Library Ambassador, offering directions and connecting to Library staff.
8. Complete paperwork and documentation as necessary.

COMPETENCIES: To successfully serve as a volunteer docent, an individual should demonstrate the following competencies.

Attendance/Punctuality: Demonstrates reliability by regularly arriving to volunteer assignment work on time and by taking breaks in expected time frames.

Customer Service: Strives to maintain positive internal and external customer service relationships. Represents the Library, and the exhibit partners professionally when dealing with visitors.

Diversity: Treats others with respect and consideration regardless of their cultural background, status, lifestyle choices, or position. Exhibits objectivity and openness to others views.

Teamwork: Demonstrates team behavior and willingness to promote a team oriented environment. Exhibits cooperative attitude while working on all job tasks and willingly assists others.

Performs other duties as assigned.

QUALIFICATIONS:

Communication Skills: Ability to speak effectively when addressing individuals and apply active listening skills. Ability to communicate effectively when dealing with visitors. Ability to communicate sensitive and difficult concepts to groups of people.

Education and Experience: Less than high school education; or up to one month related experience or training; or equivalent combination of education and experience. Prior knowledge of the history and legacy of Redlining in Dayton. Lived experiences preferred.

Physical Requirements: Ability to periodically bend, lift, reach, turn, hold, carry, grasp, walk, and use keyboard. Specific vision abilities required by this job include close vision and distance vision. Ability to speak and hear required. Maybe be required to stand and walk for up to 90 minutes consecutively.

Technical Skills: Ability to use computer equipment to view volunteer schedule and to log volunteer hours. Ability to operate standard AV equipment, such as TV monitors and headsets.

*To perform this volunteer opportunity successfully, an individual must be able to perform each essential duty satisfactorily, and must demonstrate the necessary skills, knowledge, and abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The above reflects general information considered necessary to describe the essential functions of the job and shall not be construed as an exhaustive statement of duties, responsibilities or requirements that may be inherent in the job.