

Pair your love for the library with the desire to reduce the social isolation of an older adult. Store to Door and Multnomah County Library are partnering on a pilot program that matches homebound seniors that are interested in receiving library materials and developing an ongoing relationship with a volunteer through friendly visits. Store to Door will identify clients and manage the volunteers. Multnomah County Library will train volunteers to access and use library services on behalf of the patron.

TIME COMMITMENT

Visits will start at around 30 minutes/visit and should work up to at least 1 hour/visit; at least one visit every 2 weeks; minimum 6-month commitment. Additional time will be needed for visits to the library to pick up and drop off materials. Times and dates for visits are flexible and determined by volunteers and their patrons (elder friends).

AGE REQUIREMENT: 18 years or older

TASKS & RESPONSIBILITIES

- Volunteers will be matched with an elder (aka patron) based on answers to our Matching Preferences worksheet
- Visit elder (aka patron) at their place of residence for a friendly visit and to deliver and pick up library materials and take requests for new materials.
- Keep Store to Door staff updated regarding how your friendly visitation relationship is progressing, any needs the elder may have and/or any changes in circumstances.
- Return materials to Multnomah County Library; reserve and check out additional materials using the patron's library card
- Monitor due dates on materials and renew or return materials by their due dates
- Provide patron with information about the range of library services available
- Record volunteer hours and report them to the Volunteer Supervisor each month
- Communicate periodically with Volunteer Supervisor; report incidents, concerns or updates
- Maintain patron confidentiality; uphold principles of intellectual freedom

SKILLS & QUALIFICATIONS

- A desire to establish a friendship with an isolated elder
- Effective communication skills: ability to listen attentively and initiate conversation
- Sensitivity to the needs of isolated elders potentially facing difficult life circumstances
- Reliable transportation; volunteers that are willing to travel to mid or East County will likely be matched sooner

- Familiarity or willingness to learn the library catalog and practices; ability to search, place and suspend holds, renew items, etc.

ABILITY TO:

- Work with elders
- Work with individuals from diverse cultural, educational, and income backgrounds
- Work in a variety of environments, including those that may include smokers and pets
- Collaborate with reference and Library Outreach Services staff to meet patron reading needs
- Respect reading and privacy interests of patrons
- Lift and carry a couple of book bags
- Cope with end-of-life issues

TRAINING & REQUIRED PAPERWORK

3 hour in-person training and online training required; ongoing support offered by Store to Door and Multnomah County Library

- Volunteer Application Form
- Driver's license check and a background check
- Reference forms (2)
- Volunteer Matching Preferences Form