

## Central Library Book Store Volunteer Guidelines

Volunteer shifts during the week are 2 ½ hours long. Shifts during the weekend are 3 hours (AM) and 3½ hours (PM).

**Cashier:** Volunteers interested in cashiering should have the following skills:

- 1) Comfortable handling money, making change, and asking customers for I.D.
- 2) Use a simple cash register (we use 8 keys)
- 3) Use a credit card machine
- 4) Handle sudden rushes (common during the lunch hour) of 4-6 customers in a row

As well as ringing up books and merchandise, cashiers also do the following:

- 1) Help customers bag their books
- 2) Answer the bookstore telephone and take complete messages
- 3) Answer simple questions about merchandise and the bookstore.

**Store Assistant:** Volunteers interested in assisting in the store should have the following skills:

- 1) Light physical labor such as straightening and restocking book shelves and lifting stacks of books
- 2) Good communications skills, needed to assist customers
- 3) Follow instructions and complete task given by manager
- 4) General knowledge of books and book genres is very helpful!

Duties of a store assistant include:

- 1) Maintain store shelves by straightens and restocking
- 2) Price books using a price gun
- 3) Keep merchandise area neat
- 4) Help customers in finding books or areas of interest
- 5) Help customers dropping off large donations
- 6) Help cashier as needed during rushes