

Literacy Volunteers make it possible for the Lake County Library System Adult Literacy Program to assist English-speaking and non-English-speaking adults improve their English literacy skills. There are a variety of volunteer opportunities available for you to choose from - you select what you want to do. Opportunities include: tutor, tutor mentor, learner orientation, computer and learning lab assistant, and program assistant.

Volunteer qualifications:

You must be at least 18 years old; agree to background screening policy; be dependable and prompt; be able to relate well to a variety of people; be willing to maintain the confidentiality of the learners; have good listening, speaking, reading, and writing skills; have basic computer skills; and be flexible and patient.

General responsibilities:

Notify the literacy contact or literacy coordinator of any change in schedule, volunteer location, and/or concerns or requests; successful completion of initial training; a minimum of one professional development training per calendar year; commit to at least 1 year to the Literacy Program, and be available for blocks of time no less than 3 consecutive months. In any volunteer role, you will relay concerns, issues, questions, and comments as appropriate (so resolutions, information, or answers can be provided) to the literacy contact and/or the literacy coordinator.

Specific responsibilities:

Tutor

Encourage and support the adult learners by helping them develop confidence and a positive attitude about learning; respecting them and involving them in decisions about the learning process; selecting materials and approaches that are suitable for the adult learners' ability and needs; supporting them and praising them for their efforts rather than criticizing them; guiding them in adopting behaviors appropriate to this culture; *and meeting* regularly and punctually. In addition, you are responsible to track learner progress through regular assessments and submit monthly reports. *Please refer to Literacy Volunteer Handbook for additional guidance.*

Tutor Mentor

Improve communication between tutors, literacy contacts, and the literacy coordinator by supporting new tutors as they transition from training to actual tutoring. It may include telephone support; email support; and/or face to face meetings to provide information about the program, materials, resources, library 'rules' and processes. *Please refer to Literacy Volunteer Handbook for additional guidance.*

Learner Orientation

To more effectively engage new learners you will meet with the learner to complete or review the learner information form; review the learner agreement; conduct an assessment appropriate for their goals/needs (basic, ELL, Pre-GED, or other); provide them with an orientation to the program; and disseminate information regarding the Adult New Reader (ANR) collection, web-based learning opportunities, self-study options, mini-courses and conversation groups. You will be responsible for contacting the learner to schedule the orientation appointment and complete and submit an orientation summary packet. *Please refer to Literacy Volunteer Handbook for additional guidance.*

Computer and Learning Lab Assistant

Support learners as they navigate the internet and use learning materials by helping them develop confidence and a positive attitude about learning; respecting them and involving them in decisions about the learning process; and by being well prepared and knowledgeable of resources that meet the needs and interests of the learners. You will be responsible for submitting a monthly attendance sheet. *Please refer to Literacy Volunteer Handbook for additional guidance.*

Program Assistant

You will support the literacy coordinator or literacy contact by managing data entry; completing office duties as requested to include, for example, copying and labeling; contacting volunteer tutors, adult learners, and/or literacy staff; managing room reservations; and other administrative duties. *Please refer to Literacy Volunteer Handbook for additional guidance.*

I agree to abide by the policies of Lake County Library System Adult Literacy Program and Volunteer Services and will fulfill my volunteer tutor responsibilities to the best of my ability. I understand that I am becoming part of a team that will support me, answer my questions, and provide assistance with my tutoring experience. I also understand that my responsibility to the team is to ask questions and maintain open communication. If for any reason I find I am unable to maintain my responsibilities, I will notify the literacy coordinator of Lake County Library System Adult Literacy Program.

APPROVAL SECTION

Volunteer: _____
Signature

Date: _____

Printed Name

Supervisor: _____

Date: _____

Employee Services Specialist, Volunteer Services: _____

Date: _____