

# MOUNT LAUREL LIBRARY - GREETER SUMMARY

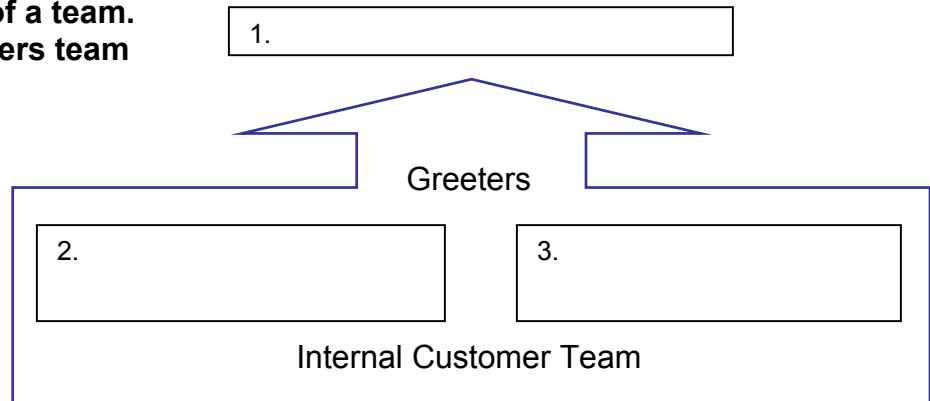
You can use the Greeter handout as a reference.



Name:

1. The top priority of a greeter is to help \_\_\_\_\_.  
All else is secondary.

2. Greeters are part of a team. Identify who Greeters team with:



**Stop to review answers with group**

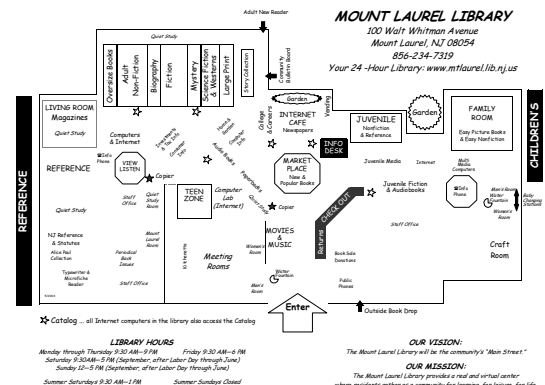
3. What are three steps to hand off a question from a customer:

- A.
- S.
- K.

4. On the diagram draw the "Figure 8" for greeters.

Two reasons a Greeter would walk the "Figure 8" are:

- 1.
- 2.



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**5. What are priorities for the greeter? Check off a priority for each task:**

Task	Check one		
	1. This is a top priority	2. Do this if there are no customers to help	3. Greeters don't do this
Be available in the Marketplace area to help customers			
Answer reference questions. As greeter, hand off to a librarian at the Info Desk when possible/practical.			
Help/train customers to search catalog			
Shelve new books			
Help customers with self-checkout			
Shelf read			
Be aware of lines at Circulation and Information Desks and offer to help customers			
Be aware if Circulation or Information staff need assistance (and hand off a customer to Greeter)			
Merchandise in the Marketplace			
Help customers with photocopiers/computers			
When the Marketplace is slow, walk a "figure 8" in the library to see if other customers need help			
Log greeter statistics and questions/issues			
Help customers to find items in the Library			
Help/train customers on different options to check library accounts, fines, renew, reserves			
Hand off customer questions to other staff at the Information or Circulation Desks			
When the Marketplace is slow, walk a "figure 8" in the library to merchandise ... Popular Non-Fiction, Audio Books, the Family Room and Shelf End Caps in Adult and Juvenile			
Shelve DVDs/Videos			

**6. What questions do you still have about being a greeter?**

**Stop to review answers with group**