

MOUNT LAUREL LIBRARY GREETER

Our goal: To have mobile knowledgeable staff available to help customers as they enter the building.



The following are current guidelines. We'll make changes as we learn more.

GREETERS HELP CUSTOMERS

These are top priorities

- Be available in the Marketplace area to assist customers
- Assist customers in locating items in the catalog and on the shelves
- Assist and train customers to search catalog
- Assist customers with self-checkout
- Hand off customer questions to other staff
- Assist/train customers on different options to check library accounts, fines, renew, reserves
- Assist customers with photocopiers

WHEN NOT HELPING CUSTOMERS, GREETERS

These are secondary priorities

- Shelf new books and DVDs
- Merchandise in the Marketplace, Movies & Music, Juvenile Media, Popular Non-Fiction, Audio Books
- Straighten and replenish handouts and brochures
- Count statistics and log questions (about being a greeter)

Greeters Don't

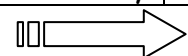
- Shelf read (it takes too much focused attention and makes us seem unapproachable)
- Answer reference questions. As greeter, hand off to a librarian when possible/practical.

Greeter Statistics

Use lines(##) to indicate questions you handle as greeter. Don't agonize over categories, take you best guess.
When finished for the day, put form in Kathy Schalk-Greene's mailbox. Thanks!

DAY & DATE	Hour	DIRECTIONS <i>Showing where something is</i>	INFORMATION <i>Catalog assistance Include handoff to reference/d circulation</i>	EQUIPMENT <i>Self checkout Public computers Photocopiers</i>	OTHER <i>Note what it is</i>	TOTAL for Hour
	10					
	11					
	12					
	1					
	2					
	3					
	4					
	5					
	6					
	7					
	8					
		Total for Day				

Make any notes or your questions about being a greeter on back



Mount Laurel Library

Greeter One: Training Exercise One

Name _____ Date _____

Check off things you generally do during a typical shift.

Don't worry if checks are all over the form. We'll use your feedback to help plan more training.

Task	Always	Sometimes	I was supposed to do this?	Don't Know How
Be available in the Marketplace area to assist customers				
Assist customers in locating items in the catalog and on the shelves				
Assist / train customers to search catalog				
Assist customers with self-checkout				
Hand off questions to other staff				
Shelve new books and DVDs				
Merchandise in the Marketplace, Movies & Music, Juvenile Media, Popular Non-Fiction, Audio Books				
Straighten and replenish handouts and brochures				
Assist/train customer the different options to check library accounts, fines, renew, reserves				
Assist with photocopier troubleshooting				

These are other things I do as a Greeter ...

These are questions, concerns, problems I run into as a Greeter...

Note to Trainer:

Chart pad the tasks people have added...this tells us if there are needs that we didn't think of initially, and if we need to change the description further.

If there's time, debrief on problems (we're not addressing solutions here). OR Explain that we'll compile all problems from their sheets. Either way, we'll address these at the Greeter II training. Collect all sheets.

Greeter One: Training Exercise Two

Name _____

Date _____

Check which are top priority and second priority

Task	Top Priority	Second Priority
Merchandise in the Marketplace, Movies & Music, Juvenile Media, Popular Non-Fiction, Audio Books		
Assist customers in locating items in the catalog and on the shelves		
Counts statistics, logs questions about the role as these occur.		
Straighten and replenish handouts and brochures		
Shelve new books and DVDs		
Assist/train customer the different options to check library accounts, fines, renew, reserves		
Assist / train customers to search catalog		
Assist with photocopier troubleshooting		
Hand off customer questions to other staff		
Be available in the Marketplace area to assist customers		
Assist customers with self-checkout		

Any comments about the training or questions you still have: