

# 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 are part of a TEAM with CIRCULATION and INFORMATION DESK Staff**

- Put on your “Ask Me” button to identify yourself to our customers and staff as a Greeter
- At the beginning of your shift, introduce yourself as Greeter of the hour to our internal customers, the staff at the Circulation and Information Desks

### **GREETERS help Customers**

*These are top priorities*

1. Be available in the Marketplace area to help customers
2. Help customers to find items in the Library
3. Help/train customers to search catalog
4. Help customers with self-checkout
5. Hand off customer questions to other staff at the Information or Circulation Desks
6. Be aware of lines at Circulation and Information Desks and offer to help customers
7. Be aware if Circulation or Information staff need assistance (to hand off a customer to Greeter)
8. Help/train customers on different options to check library accounts, fines, renew, reserves
9. Help customers with copiers/computers/printers
10. When the Marketplace is slow, walk a “figure 8” in the library to see if other customers need help

### **When not helping Customers, GREETERS**

*These are secondary priorities*

- A. Merchandise in the Marketplace
- B. Shelve new books
- C. 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
- D. Log greeter statistics and questions/issues

### **During the library’s last open hour**

*If not busy with customers*

- E. Walk throughout the library to straighten and merchandise in the Marketplace, Family Room, Teen Zone and other areas as needed.
- F. Check in with Circ and Info Desk staff about end-of-day closing procedures

### **Three Steps to Hand off a Question**

- A**ccompany customer to staff
- S**ummarize their question
- K**eep staff informed about what you’ve done  
*(for example, catalog search terms)*

### **Greeters Don’t**

- Shelve DVDs/Videos *(It takes our focus away from the Marketplace)*
- Shelf read *(it takes too much focused attention and makes us seem unapproachable)*
- Answer reference questions. As greeter, hand off to a librarian at the Info Desk when possible/practical.