



Greeter Training

It's more than Hello!

Mount Laurel Library – December 2004

This material was originally developed during 2003-2004 for "Trading Spaces: Merchandising the Collection", a joint project funded by the New Jersey State Library, South Jersey Regional Library Cooperative and Mount Laurel Library (see www.sjrlc.org/tradingspaces). This material may be adapted by libraries for their own use with attribution but not for publication.
SharePoint training/greeter/greeter 1 ppt



Learning objectives for today

As a result of this training you will be able to:

- Describe the primary role of the Greeter in helping customers
- Identify tasks to do when there are no customers to help
- Describe what a Greeter doesn't do



Our Strategic Plan

Our Mission:

The Mount Laurel Library provides a **real and virtual center** where residents **gather as a community** for learning, for leisure, for life.

To read the full plan, see www.mtlaurel.lib.nj.us/plan.pdf



Our Strategic Plan

Goal One: The Library Experience

Mount Laurel Library users will encounter **welcoming, flexible and inviting** library space and **customer-focused** staff that support the library's service program and meet community needs.

To read the full plan, see www.mtlaurel.lib.nj.us/plan.pdf



Key messages

- Greeter is a new role
- Work in progress
- Will continue to change

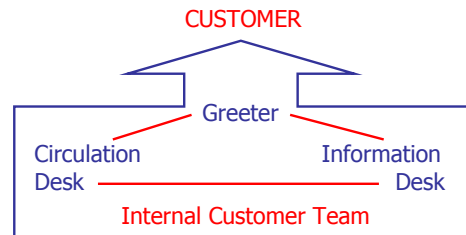


Greeters are ...

Mobile knowledgeable staff available to help customers as they enter the building

Greeters are part of a Team

Greeters are part of a Team



Help the team

- Put on your "Ask Me" button
It identifies you as a Greeter to customers and staff
- Introduce yourself as Greeter of the hour to staff at the Circulation and Information Desks

What Do Greeters do?

- The # 1 Priority:
Help **customers**

Everything else is secondary

Time for R&R ... &R

- Record & Recall
- Answer Questions 1 & 2
- Review answers

Greeters Help Customers...

1. Be available in the Marketplace area to help **customers**



Greeters Help Customers...

2. Help **customers** find items in the Library

*Point with your feet,
not your fingers.*



Greeters Help Customers...

3. Help/train **customers** to search catalog

There will be training on iPAC for this



Greeters Help Customers...

4. Help **customers** with self-checkout



Greeters Help Customers...

5. Hand off **customer** questions to staff at the Information Desk or Circulation Desk



How to hand off a question...

Three Steps



Accompany customer to staff

Summarize their question

Keep staff informed about what you've done

(for example, catalog search terms)



Greeters Help Customers...

6. Be aware of lines at Circulation and Information Desks and offer to help **customers**

Greeters Help Customers...

7. Be aware if Circulation or Information staff need assistance to help **customers**

*They can hand off a **customer** to the Greeter.*

Question:

- Describe when you've handed off a customer question ...

OR had a customer handed off to you?

Greeters Help Customers...

8. Help/train **customers** on different to check library accounts, fines, renew, reserves

There will be future iPAC training on this

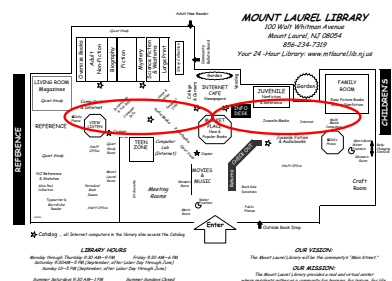
Greeters Help Customers...

9. Help **customers** with photocopiers/computers

Greeters Help Customers...

10. When the Marketplace is slow, walk a **"figure 8"** in the library to see if other **customers** need help

"Figure 8" for customers





Greeters & Customers: Top 10

1. Be available in the Marketplace
2. Find items
3. Search catalog
4. Self-checkout
5. Hand off questions to other staff



Greeters & Customers: Top 10

6. Help lines at Circulation & Info Desk
7. Take customer hand offs from staff
8. Check library accounts
9. Photocopy/computer questions
10. "Figure 8"



No customers to help?



When not helping customers...

A. Shelve new books

Book cart behind check-in desk



When not helping customers...

B. Merchandise in the Marketplace

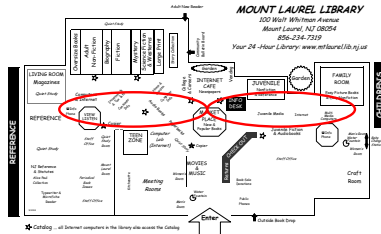


When not helping customers...

C. When the Marketplace is slow, walk a "figure 8" in the library to merchandise ...

- Popular Non-Fiction
- Audio Books
- Family Room
- Shelf End Caps in Adult/Juvenile

"Figure 8" to Merchandise



When **not** helping customers...

D. Log greater statistics and questions/issues

During library's last open hour

During 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, other areas as needed

ABC's: Greeters/**No** Customers

- A. Merchandise in the Marketplace
- B. Shelve new books
- C. Walk a "figure 8" to merchandise
- D. Greeter statistics, questions/issues
- E. Last hour library is open ... straighten/merchandise for next day

Time for R&R ... &R

- Record & Recall
- Answer questions 3 & 4
- Review answers



What a greeter **doesn't** do



What a greeter **doesn't** do

- Shelf DVDs/Videos

It takes our focus away from the Marketplace



What a greeter **doesn't** do

- Shelf read

Makes us seem unapproachable



What a greeter **doesn't** do

- Reference

If a question is asked that requires more research than a catalog assist, take the customer to the Info Desk.




What a greeter **doesn't** do

- If you *are* a librarian, as Greeter your role is to be available to customers for general help.
- If another librarian is available, hand off reference questions to them.



Time for R&R ... &R

- Record & Recall
- Answer questions 5 & 6
- Review answers
- Turn in sheets



Tell me again,
Why are we doing this?

- Redesign public service to fit community needs (Strategic Plan)
- Locate staff where customers need help
- Promote staff cross-training