Greeter Training

It’s more than Hello!

Mount Laurel Library – December 2004

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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

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

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
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?

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

*There will be future iPAC training on this*

9. Help customers with photocopiers/computers

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  

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?**

A. Shelve new books  
*Book cart behind check-in desk*

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
When not helping customers...

D. Log greeter statistics and questions/issues

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

- Shelve DVDs/Videos
  
  *It takes our focus away from the Marketplace*

- Shelf read
  
  *Makes us seem unapproachable*

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

- 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