Position Description: Library Greeter

When the library is busy or short staffed, this person would be at the front desk to help patrons with basic library directions.

Housekeeping: When there is a greeter at the front desk, the reserves get moved onto a cart to the info desk for a regular employee to manage. Services that require Apollo log in will not be performed by greeters.

Training: This person would need to be trained in shelving (to help patrons find items), answering the phone, and customer service. They would need to be familiar with basic library services (hours, requirements to get a card) and programs as listed on the calendar. They will need to be able to answer questions about programs using the print calendar. They need to be able to effectively use the catalog, self-check and document station from the patron vantage. A library power-user will likely have the base knowledge necessary.

Main Duties: This person would be the first smile at the door for visitors. They will help patrons find library materials, complete applications for library cards, answer questions about programs and services, and assist in use of the self check machine. They will have no access to the ILS outside of catalog searching, so will not be performing check-out, check-in or library card registration. They will not have access to patron data, employee work files, or any money.

Requirements: Must be at least 14 years of age and work 2 hours per month scheduled PLUS available to cover when the library is especially busy or short-staffed. There is no physical requirement regarding bending or lifting and does not require a regular weekly time commitment. However, greeters who do not come in for their scheduled 2 hour shift, cannot perform the duties reliably when on site, or consistently do not respond to requests for coverage will be removed from the roster. Library greeters will complete an availability form for staff to keep on file so we can call as necessary.

Recurring shifts available:

* Monday morning 10-12
* Wednesday evening 6-8
* Thursday evening 6-8
* Friday afternoon 4-6