

GREETER/CONCIERGE

Main Library

PURPOSE: To effectively assist the public in accessing Library resources.

TIME: 2 to 4 variable hours per week.

COMMITMENT: 6 months.

DUTIES:

- Act as a member's first access point to the Library.
- Answer directional questions with the help of the greeter manual.
- Refer members to the Member's Services Desk for detailed questions concerning Library cards, borrowing, fine assessments, member account information and other circulation functions.
- Refer members to the Research Desk for subject searching, research and/or instruction in the use of Library materials (including computer instruction).
- Refer members to the Children & Teens Services Desk for children's literature, storytelling and other activities. May assist with usher duties as needed.

QUALIFICATIONS:

- Interest in working with the public.
- Ability to communicate effectively.
- Display positive attitude and enthusiasm for reading and libraries.

TRAINING: Volunteer Coordinator/Volunteer Facilitator will provide initial orientation and on-the-job training.

SUPERVISION: Volunteers will be supervised by the Volunteer Facilitator and designated Library staff.

CONTACT: Charlene Alonso (pbclref@pbclibrary.org, 561-233-2600)



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