

POSITION: **Library Welcome Greeter**

Purpose of Position:	Create a welcoming atmosphere by greeting library patrons, assisting with directional information, and assisting patrons utilize the Library technologies in the lobby.
Qualifications:	<ul style="list-style-type: none"> • Age 14 or older • Excellent communication and customer service skills • Enjoys working with a diverse community • Ability to learn quickly • Attention to detail and accuracy • Ability to learn new technology and be comfortable using the self-checkout equipment, book return system, and Wayfinder
Responsibilities:	<ul style="list-style-type: none"> • Greet library patrons • Be the “face” of the San Mateo Public Library • Provide high quality customer service to patrons • Provide time and directional information to conference attendees • Assist with Library directional information • Direct patrons to appropriate staff for assistance • Assist patrons locating their items in the Holds shelf • Assist with self-check, book return systems, & Wayfinder • Answer questions about the FOL Book Sales • Work on other projects as needed
Training:	<ul style="list-style-type: none"> • Attend Library Volunteer Orientation and on-the-job training covering tasks listed above • 2 shifts shadowing Welcome Desk Greeter assignment
Time Commitment:	<ul style="list-style-type: none"> • Weekly shift: One day, 2 hours per week
Length of Commitment:	Minimum of 3-6+ months requested
Site/Station:	San Mateo Main Library
Reports to:	Circulation/Technical Services Staff and Library Volunteer Coordinator
Contact Person:	Kristen Erbst, Library Volunteer Coordinator T: 650.522.7821 E: kerbst@cityofsanmateo.org
Apply Online:	Interested? Apply today at www.cityofsanmateo.org/volunteer

Donna Divodi, Citywide Volunteer Coordinator

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