**POSITION:** Library Welcome Greeter

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<th>Purpose of Position:</th>
<th>Create a welcoming atmosphere by greeting library patrons, assisting with directional information, and assisting patrons utilize the Library technologies in the lobby.</th>
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| Qualifications:     | • 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:   | • 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:           | • Attend Library Volunteer Orientation and on-the-job training covering tasks listed above  
• 2 shifts shadowing Welcome Desk Greeter assignment |
| Time Commitment:    | • 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 online](#) |

**Contact us:**  
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