



Title: Welcome Ambassador

Description: Welcome Ambassadors increase awareness of library resources and services for visitors. They welcome patrons as they enter, ask what brings them here, and provide answers and assistance for frequently asked questions and needs. They also provide valuable patron feedback to the library during regular check-in meetings.

Contact: Elizabeth Buckley, Coordinator of Volunteer Services: ebuckley@tcpl.org or 607-272-4557, ext. 226

Supervisor: Elizabeth: 607-272-4557, ext. 226 (ebuckley@tcpl.org)

Job duties:

- Share information with patrons about the following library features and important things to know:
 - The layout, especially meeting rooms, restrooms, sections of the collection, where to pick up holds, and event locations
 - Other information regarding specific events (this information will be provided to volunteers)
 - Library of Things items
 - Services we provide
 - Which staff members can provide answers to certain questions, and where to find them
 - How to use the new app and checkout machines
- Gracefully work with a variety of patrons who come to us under a variety of circumstances

Requirements:

- Enthusiasm and commitment
- A friendly and approachable manner
- Be 16+ years of age
- Either prior knowledge of libraries and their programs and responsibilities, or a strong desire to learn
- Natural skill in working with people who have questions
- Ability to gracefully redirect patrons who, on rare occasion, may come to you with misdirected grievances
- Ability to perceive and assess who does and who does not seem like they could use guidance

Hours: Time slots for Welcome Ambassadors can be anywhere from one hour to several hours, depending on the volunteer’s preference, any time we are open. Up to two volunteers can be accommodated at a time, so if there is anyone you’d like to work alongside, we can make it happen!

Impact of your service as a Welcome Ambassador:

Welcome Ambassadors answer more general questions, which frees up staff time to answer questions that require knowledge from a librarian specifically (reference questions, ideas and input about library operations, etc.). This makes a big difference in librarians’ ability to work on projects and deliver comprehensive answers to more complex inquiries.