**Library Takeout Service Ambassador**

**Position Procedure**

Thank you for your interest in becoming a Service Ambassador for Tigard Public Library’s Takeout service. Tigard Public Library began its current takeout service on September 1, 2020, but had previously offered a similar pick up service via appointment that started August 2020. The Takeout Program runs Monday – Saturday 12 – 5 pm.

The current library takeout service procedures are similar to a regular holds pick up service. Patrons reserve their materials online and are notified when their holds are ready to be picked up. Patrons then travel to the library and park in one of the designated takeout service parking spots in front of the staff entrance of the library. Once they are parked, they call a specific number and a staff member retrieves their holds, checks them out, and delivers them to their car. Patrons are asked that they pop the trunk of their cars so staff members can put the materials directly into their car with minimal physical interaction. So far, the service has been largely successful with patrons and staff.

The library is looking for volunteer Takeout Ambassadors to assist library staff with the successful delivery of library materials to patrons. Takeout Ambassadors would be responsible for greeting patrons, instructing patrons on the procedure, and welcoming them to the library service. This position is similar to our previous position of the Welcome Desk volunteer.

Due to Covid-19, volunteers will not be permitted inside the building unless they need to refill a water bottle or use the restroom. The majority of this job will be outside. There will be a large stationary canopy volunteers can take shelter under, but are encouraged to bring an umbrella. Volunteers will need to dress accordingly for the day and are. Shifts will be limited to 1 hour max, and volunteers can sign up to volunteer 1-3 times a week. Volunteers will also need to adhere to state sanctioned Covid-19 safety protocols, and will be required to wear a mask or face shield while on shift. They must also remain 6 ft away from patrons and staff.

Here is a list of potential questions our Takeout Ambassador might encounter!

* Where should I park?
* What number do I call?
* Is the library open?
* How often does the library host this takeout service?
* Who are you?
* When will the library reopen?

Volunteers will be trained to answer these questions on their first day of volunteering.

Are you interested in becoming a Takeout Ambassador? Reach out to Katie to learn more!