

Job Description
Independence Public Library

Part-time Customer Service: 25 hours at \$10 per hour
Send resume to bill@iplks.org or 220 E Maple Street, Independence, KS 67301

The library provides equal access to a center of learning and literacy that reaches out to enrich the lives of a diverse community.

A flexible, team-oriented leader, with a strong community service heart, who is responsible for assisting people with the use of library resources, and finding material or information. Takes a leadership role in developing relationships with diverse staff and members of the community; may require occasional weekend and evening hours. Must love children, seniors and cats.

Duties

- Provide assistance to people by being sympathetic, thoughtful, friendly and always strive to exceed customer expectations.
- Participate in planning, organizing, advertising, and conducting diverse classes and events that educate, inform and inspire
- Help people with computers, tablets, and other electronic devices
- Check-in and check-out materials
- Provide reading advice
- Deliver materials to homebound patrons
- Creatively display and promote library resources and services
- Coordinate the contribution of volunteers
- Compile statistics concerning library usage and event participation
- Maintain an engaging, clean, and orderly environment
- Perform other duties as required

Knowledge, Skills and Abilities

- Excellent communication skills
- Excellent behavioral management skills
- Good knowledge of clerical practices
- Good current technology and social media skills
- Good ability to understand and follow written and oral instructions
- Considerable community engagement mindset
- Considerable ability to pay attention to detail
- Considerable leadership ability to establish and maintain effective working relationships with other staff and the general public
- Ability to be flexible and thrive in a changing environment
- Ability to stand for extended periods, bend, lift up to #30 and climb stairs

Experience and Training

Must have an Associate Degree or equivalent work experience, and have an aptitude for and experience working with the public including children, teens and seniors. Must have up-to-date computer skills and excellent customer services skills.

Other Expectations

Provide assistance to the Coordinating team, as requested.