

Job Description  
Independence Public Library

Part-time Customer Service: 22 hours at \$12 per hour  
Send resume to [bill@iplks.org](mailto: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 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.