

Job Opportunity

Guest Services Associate

Do you have a passion for customer service? Do you thrive on helping people? Are you outgoing, warm and friendly?

Our Guest Services Associates are the essence of our guests' experiences at the library. You greet people with a smile and welcome them in. As the person our guests go to for assistance, you make sure they get what they need, providing seamless service and a wonderful user experience. You are the ambassador for the library, enthusiastically sharing all the wonderful things we offer.

You provide an amazing library experience to each guest:

- Helping them find the book they want.
- Assisting them with checkout services.
- Getting them the information they need.
- Providing recommendations of the books, movies, and music they'll enjoy.

We provide a dynamic, engaging team environment. Exceptional service is our passion, and we pride ourselves on being caring and friendly. We are committed to making everyone's experience enjoyable.

Qualifications include:

- Must be a U.S. Citizen in order to provide needed passport services.
- Have a high school diploma or equivalent.
- At least one year of work experience dealing with the public.
- Proficiency in using computers and other devices, including smartphones and tablets.
- Reliable transportation.

Submit applications to Cindy Maiello Gluecklich, Head of Guest Services, Indian Prairie Public Library, 401 Plainfield Road, Darien, IL 60561, or email to cindym@ippl.info. Indicate on the application which schedule(s) you are applying for. A complete [job description](#) and application are available on our website or at the Guest Services Desk. Applications will be accepted until 12 p.m. on Friday, Nov 21, 2025.

The salary is \$18.22 per hour. This is a part-time, non-seasonal position and averages 12-18 hours per week.

Schedule A is as follows:

Wednesdays: 5-9 p.m.

Thursdays: 9 a.m.-1 p.m.

Fridays: 1-5 p.m.

Every other weekend (Saturday 9 a.m.-5 p.m. & Sunday 1-5 p.m.)

Schedule B is as follows:

Tuesdays: 9 a.m. -1 p.m.

Wednesdays: 1-5 p.m.

Fridays: 1-5 p.m.

Every other weekend (Saturday 9 a.m.-5 p.m. & Sunday 1-5 p.m.)

The Indian Prairie Public Library District is located in Darien, Illinois. Serving 42,000 residents in the communities of Darien, Willowbrook, and Burr Ridge. The library is extremely busy with a wide variety of services and programming. Our residents love our services and the warm and friendly staff! Indian Prairie Public Library is an equal opportunity employer. For further information about the library, visit www.ippl.info.