



**BENBROOK LIBRARY DISTRICT**  
**JOB DESCRIPTION: Library Assistant**  
*Revised November 21, 2023*

Under general supervision by the Circulation Manager, assists patrons in borrowing library materials, in using the library by answering general inquiries and referring them to appropriate staff and manages patron accounts in automation system.

Position Title: Library Assistant, Non-Exempt Pay Grade 1  
Supervisor: Circulation Manager  
Supervises: N/A

**Information Desk Essential Duties**

1. Greets patrons as they walk into the library
2. Assist patrons with any information requests and with using library equipment and resource materials either in person, by phone or email
3. Knowledgeable about library website and databases, as well as library programs
4. Accepts credit card payments for damaged items and donations as well as informs patrons of updated policies and procedures during patron interactions
5. Instructs patrons on services, including scheduling study rooms through library software

**Library Assistant Essential Duties**

1. Checks in and out library materials for the patrons
2. Registers new borrowers and manages existing borrower accounts
3. Monitors the Envisionware software for computer reservations
4. Answers telephone calls and directs them to the appropriate staff
5. Prepares materials for shipment to other libraries and requests ILLs
6. Locates and processes reserved items for clients and maintains the Holds Report List
7. Processes holds received by the area libraries courier each week
8. Performs cursory quality assurance of library materials as they are checked in and out
9. Calls patrons who have returned items with missing parts
10. Processes holds received by mail for patron pick up and cancels expired holds
11. Reads and straightens shelves weekly, replaces newspapers as needed
12. Keep shared work area clean and organized
13. Conducts opening and closing procedures as needed
14. Performs other duties as assigned

## **Attendance**

1. Maintains regular attendance of scheduled hours and positive PTO balance
2. Works scheduled Saturdays as assigned
3. Plans and schedules replacement when out on leave
4. Attends mandatory staff meetings as required
5. Steps in to cover essential services while staff are out

## **Behavior**

1. Exhibits professionalism and superior customer service disposition
2. Maintains collaborations with other managers and staff to with the goal of providing the best service possible to the public
3. Follow the policies and procedures as outlined in the employee handbook including dress code
4. Limiting using the library equipment for personal use
5. Ability to communicate effectively

## **Professional Development**

1. Minimum qualifications include high school diploma
2. Continues updating of education and knowledge through participation in workshops, courses, and reading professional literature, 1 hours of CE required
3. Annually creates 3 goals to further professional development
4. Able to successfully manage time between desk duties and all other duties
5. Willingness to be open to new ideas and provide creative solutions when needed

## **Physical Job Specifications**

1. Prolonged periods sitting at a desk and working on a computer.
2. Must be able to lift up to 15 pounds at times.
3. Must be able to climb ladders or stepstools, push and pull book carts, and lift and carry books.
4. Must be able to read and discern computer screens and book labels.
5. Must be able to physically lift tables for set up and take down of library programs

*This job description is subject to change at any time.*