

*Founded in 1927, Austin Peay State University is a comprehensive, state-assisted university with an enrollment of approximately 9,000 students. APSU was named in honor of the late Tennessee Governor Austin Peay, who served from 1923–1927.*

*With a main campus in Clarksville, Tenn. and a satellite campus on post at Fort Campbell, Ky., APSU is one of 47 universities, community colleges and technology centers in the Tennessee Board of Regents system, the sixth largest system of higher education in the nation. The University offers a full range of academic programs at the associate, baccalaureate and master's degree levels in the arts, sciences, business and selected professional programs. APSU offers 13 online degree programs and hundreds of Web-based classes. Among APSU's many points of distinction are its outstanding programs in the sciences, two centers of excellence in the creative arts and field biology and four chairs of excellence in the creative arts, business, free enterprise and nursing.*

*An integral part of Clarksville, a rapidly growing city of more than 100,000 located 45 minutes northwest of Nashville, the University led the state in enrollment growth in recent years. Since 2000, Austin Peay has renovated and erected numerous top-of-the-line facilities on its 160-acre main. Of the universities offering classes on post at Fort Campbell, only APSU has been given permission to construct its own building. The University enrolls more students at the Fort Campbell Center than the other five institutions combined.*

**Library Assistant 2  
(Access Services Assistant)  
Library  
Regular Full-Time Position  
Position Number 800210**

**General Description**

The Library Assistant 2 (Access Services) works under the general supervision of the Library Associate (Coordinator of Circulation & Information Commons) and is responsible for performing clerical operations and customer service for the Access Services Unit, including the maintenance of library reserves materials. The position requires continual and demanding contact with the public and may occasionally require varied work schedules, to include working evenings and weekends.

**Primary Duties and Responsibilities**

- Maintain all print and electronic resources on reserve utilizing the reserve module in the library's integrated library system:
  - Maintain reserve status for materials.
  - Maintain accurate reserve records and create reserve reports.
  - Correspond with faculty and library staff regarding reserves.
  - Analyze and resolve problems with reserves records, functions, circulation, fees, etc.
  - Assure copyright compliance for materials placed on reserve.
- Assist library users at the Access Assistance desk and in the Information Commons in such activities as:
  - Checking-in/out of library materials; verifying user status; answering general questions about library services, computer use, printing, copying, etc.; monitoring the security points to prevent materials from leaving the library improperly; overseeing stack maintenance.
  - Performing clerical operations related to the circulation/reserve module of the integrated library system to include bibliographic and patron file maintenance and creation; collecting fines and fees; answering incoming telephone calls; making referrals and/or taking messages as appropriate.
  - Supervising the unit's operation in absence of unit coordinator or other Access Services assistants.
- Assist the unit coordinator in training and supervising student assistants; assume full responsibility in the absence of the coordinator.
- Serve as backup for other library staff as needed.
- Serve on Library and University committees as required.
- Perform other job-related duties as required.

**Essential Functions**

- Ability to efficiently operate a personal computer and associated software (Outlook, Word, Excel, etc.) and SungardHE Banner.
- Ability to perform routine maintenance on computer printers.
- Ability to communicate effectively and appropriately.
- Ability to maintain confidentiality of records and information.
- Ability to interact in an effective and appropriate manner with diverse populations, the University community and the public.
- Ability to detect and correct grammatical and spelling errors in written correspondence.
- Ability to maintain files accurately, in paper and in software programs.

### **Essential Functions continued**

- Ability to handle multiple tasks simultaneously.
- Ability to effectively supervise student assistants and complete all associated personnel actions in a timely and accurate manner.
- Ability to perform troubleshooting and problem solving tasks.
- Ability to provide customer-oriented service.
- Ability to follow standard office procedures and practices.
- Ability to operate automated library information systems.
- Ability to be detailed-oriented, with ability to sustain attention to detail.
- Ability to prioritize multiple workflows.
- Ability to lift up to 20 lbs. and retrieve and transport library materials from shelves.

### **Required Minimum Qualifications**

- High school graduate or equivalent.
- Previous work experience in a customer service environment.
- Previous work experience in a library setting.
- Computer literacy and experience using Windows operating system and MS Office Suite.
- A background and credit history check will be required of the successful applicant.

### **Additional Preferred Qualifications**

- Some college coursework.
- Two years of previous experience working in a library with automated systems or databases.
- Previous experience using OCLC and Adobe Photoshop.

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