

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 Associate
(Circulation and Information Commons Coordinator)
Library
Regular Full-Time Position
Position Number 341000**

General Description

The Library Associate works without direct supervision and reports to the Coordinator of Access Services. The incumbent serves as coordinator for the Circulation and Information Commons Unit by facilitating the circulation of library materials, overseeing stacks maintenance operations, maintaining circulation statistics and borrower records and overseeing the Information Commons and the Library Instruction Room (LIR). The position requires continual and demanding contact with the public and requires occasional varying work schedules to include evenings and weekends. The work week for this position is Tuesday through Saturday.

Primary Duties and Responsibilities

- Open and close the library as necessary.
- Perform or delegate the daily activities of the Circulation Unit and the Information Commons / LIR.
- Work with the Access Services Coordinator to develop and implement policies and procedures for the unit.
- Supervise the unit's staff, to include training Library Assistants and Student Assistants in policies and procedures and related areas such as customer service.
- Coordinate the Information Commons / LIR operations to include computer applications and hardware troubleshooting.
- Assist and refer library users according to their needs.
- Answer incoming telephone calls; make referrals or take messages as appropriate.
- Respond to internal and external communications from employees and library users regarding circulation policies, services, problems (such as overdue notices and lost book billings) and other issues.
- Ensure proper registration of library users.
- Prepare statistical reports and procedures manuals for the unit.
- Perform and oversee stacks maintenance operations to include shelf-reading and shifting.
- Monitor cash flow of monies received at the Circulation Desk for lost library materials and overdue fines.
- Perform routine maintenance and minor repairs on photocopy machines and microform reader-printers.
- Manage new acquisitions shelves.
- Prepare library hours calendar for each semester.
- Works regularly scheduled shifts at the Research Assistance Desk.
- Serve on committees as needed.
- Perform other job-related duties as assigned.

Essential Functions

- Ability to efficiently operate a personal computer and associated software (Outlook, Word, Excel, etc.) and SungardHE Banner.
- Ability to learn new computer applications for print management (such as Vend Print) and course management (such as D2Land WebCT).
- Demonstrated knowledge of internet web browsers such as Microsoft Explorer, Netscape Navigator and Mozilla Firefox.

Essential Functions continued

- 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.
- Ability to handle multiple tasks simultaneously.
- Ability to effectively supervise personnel and complete all associated personnel actions in a timely and accurate manner.
- Thorough knowledge of library policies and procedures, with an emphasis on regulations and departmental policies pertaining to circulation services.
- Knowledge of standard office procedures and practices.
- Ability to gather and maintain statistical data, and write reports of circulation activity.
- Strong analytical skills for studying circulation statistics and determining their meaning.
- Ability to evaluate circulation policies and procedures, recommend improvements and implement policies and procedures.
- Ability to maintain proper emotional balance in all types of situations.
- Ability to read printed materials and computer screens.
- Ability to lift up to twenty pounds.
- Ability to retrieve and transport library materials from shelves.

Required Minimum Qualifications

- Bachelor's degree.
- Two years of prior experience providing customer service.
- A credit history and background check will be required of the successful applicant.

Additional Preferred Qualifications

- Public service experience in an academic library setting.

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