

Tre Hargett, Secretary of State

State of Tennessee



Division of Human Resources and Organizational Development
312 Rosa L. Parks Avenue, 7th Floor
Nashville, Tennessee 37243-1102

615-741-7411
sos.hr@tn.gov

Tennessee Relay Center TDD
1-800-848-0298/Voice 1-800-848-0299

Librarian 1

**Tennessee Department of State
The Tennessee State Library and Archives
Public Services Section**

Mission

The mission of the Office of the Secretary of State is to exceed the expectations of our customers, the taxpayers, by operating at the highest levels of accuracy, cost-effectiveness, and accountability in a customer-centered environment.

Supervisor: Assistant Director for Reference Services

Summary: Assist the General Assembly staff and the public -- in person, in writing, via e-mail and by telephone -- by answering reference questions of simple to moderate difficulty. Individuals in this classification demonstrate curiosity, patience, and an eagerness to work with a diverse patron base via a variety of modes of communication.

Duties/Responsibilities

- Perform informative services at the Public Services desks and via virtual reference, including a minimum of one Saturday per month.
- Assist patrons with questions related to general orientation to the research rooms, history, genealogy, legislative records and other subjects.
- Answer mail and email patron questions by conducting research and preparing written responses.
- Answer telephone reference questions, live online chat, or instant messaging requests or direct patron to appropriate department, staff member, or other state agency.
- Research projects of historical or genealogical interest to TSLA patrons.
- Reconcile daily financial report against monies collected.
- Work on assigned projects with other sections in TSLA.
- Perform other duties as required.

Minimum Qualifications

Education and Experience:

- Possess a Masters Degree in Library Science or Information Science from an ALA-accredited college or university.
- Experience in genealogy or Tennessee history desired.
- Knowledge of legal research and legislative history research desired.

Knowledge and Abilities:

- Possess skills in researching print and microfilm sources and web sites for the purpose of gathering and collecting data for patrons.
- Possess skills in intermediate to advanced computer operations.
- Experience with web site page construction and social media platforms considered a plus.
- Work in close proximity with co-workers and with the public.
- Demonstrate excellent oral and written communication skills, by phone, mail, e-mail, and in person.
- Communicate complex information clearly to individuals and to small groups.
- Apply sound analytical thinking to problem solving.
- Reshelve books located in the Tennessee Room.
- Retrieve books and vertical files from closed stacks which have been requested by patrons.
- Ability to speak Spanish considered a plus.

Physical Requirements:

- Perform some work while standing, including walking with individuals and groups to locate materials or orient them to the Public Services Section.
- Possess ability to lift a minimum of twenty (20) pounds.

Health, safety and collections security:

- Assist the organization to create a safe and healthy working environment by working safely with the equipment provided.
- Follow instructions given for health and safety purposes and immediately reporting any unsafe working practices or hazardous working conditions.
- Take whatever measures are necessary to protect the collections from loss, mutilation or theft.

Salary: \$42,000 annually plus the State of Tennessee Benefits Package.

To Apply: Please email your resume and cover letter to Human Resources at sos.hr@tn.gov by February 5th, 2021.