

Tennessee Secretary of State  
Tre Hargett



Division of Human Resources & Organizational Development  
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**Library Assistant 4/Reader Advisor**  
**Tennessee Department of State**  
**Tennessee State Library & Archives**  
**Library for Accessible Books and Media (LABM)**

**Supervisor:** Director of Library for Accessible Books and Media

**Summary:** The Tennessee State Library & Archives collects and preserves books and records of historical, documentary and reference value, and encourages and promotes library development throughout the state. In addition, TSLA also operates a free library program of braille, audio books, and large print materials for residents of Tennessee who are not able to use standard print materials due to a print disability. The Library Assistant 1 will perform para-professional work of considerable difficulty, assisting library patrons with book selection.

**Duties/Responsibilities**

- Maintain patron files in library's automated systems.
- Maintain patron request lists at adequate levels.
- Perform reviews of patron's files, contacting patrons, when necessary, to ensure accurate, information and levels of requests.
- Select books for patrons that comply with their interests, using bibliographic tools.
- Answer questions about services provided to persons with disabilities and makes referrals to agencies providing those services.
- Correspond with library patrons and family members by phone, e-mail, fax, and in person.
- Respond to patron requests for books, magazines, and equipment.
- Perform other duties as assigned.

**Minimum Qualifications:**

Education and Experience:

- Must possess education equivalent to graduation from a standard high school.
- Must possess a working knowledge of authors, titles, and popular literature.

Knowledge and Abilities:

- Tactful and professional manner in dealing with the public, both in person and by telephone.
- Avid reader with a strong commitment to service work.
- Skills in basic computer operations, including word processing.
- Excellent verbal and written communication skills.
- Ability to organize and maintain records.
- Ability to maintain confidentiality of patron files.
- Ability to perform detailed data entry, including multi-digit numbers.

Physical Requirements:

- Ability to lift a minimum of twenty (30) pounds and move loaded book trucks (about 180 books).
- Ability to bend and lift materials onto stacks both in high and low positions.
- Ability to work in a book stack environment with materials that contain dust and other allergens.
- Ability to read and assimilate multi-digit numbers, including performing detailed data entry accurately and efficiently.
- Ability to use job-related software effectively.
- Ability to simultaneously use telephone and computer system for extended periods of time.
- Ability to stand or sit for long periods of time.

Health, safety, and collections security:

- Oversee departmental safety practices and procedures, including Fire Warden duties.
- Assist the organization in creating a safe and healthy working environment by working safely with the equipment provided.
- Follow instructions given for health and safety purposes and immediately report any unsafe working practices or hazardous working conditions.
- Take whatever measures are necessary to protect materials, property, and/or the collections from loss, mutilation, or theft.

**Salary:** \$31,212 annually plus State of Tennessee benefits package.

**To apply:** Please email your resume to Division of Human Resources & Organizational Development, [sos.hr@tn.gov](mailto:sos.hr@tn.gov) Please include the job you are applying for in the subject line.