



STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
September 5, 2024

Agency: State Library of Oregon

Facility: State Library Building

New Revised

This position is:

- Classified - Represented
- Unclassified
 - Executive Service
- Mgmt Svc – Supervisory
- Mgmt Svc – Managerial
- Mgmt Svc - Confidential

SECTION 1. POSITION INFORMATION

a. Classification Title:	State Library Specialist 2	b. Classification No:	C0252
c. Effective Date:	7/01/1989	d. Position No:	2004001
e. Working Title:	Readers Advisor	f. Agency No:	54300
g. Section Title:	Talking Book & Braille Library	h. Budget Auth No:	275040
i. Employee Name:	Vacant	j. Repr. Code:	OAS
k. Work Location (City – County):	Salem - Marion		
l. Supervisor Name (Optional):	Jen Robinson		
m. Position:	<input checked="" type="checkbox"/> Permanent <input checked="" type="checkbox"/> Full-Time	<input type="checkbox"/> Seasonal <input type="checkbox"/> Part-Time	<input type="checkbox"/> Limited Duration <input type="checkbox"/> Intermittent
			<input type="checkbox"/> Academic Year <input type="checkbox"/> Job Share
n. FLSA:	<input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt	If Exempt: <input type="checkbox"/> Executive <input type="checkbox"/> Professional <input type="checkbox"/> Administrative	Eligible for Overtime: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

SECTION 2. PROGRAM AND POSITION INFORMATION

a. Describe the program in which this position exists. Include program purpose, who's affected, size, and scope. Include relationship to agency mission.

The State Library plays a vital role in state government. We are an independent state agency governed by a nine-member Board appointed by the Governor under ORS 357. The mission of the State Library is to cultivate, preserve, and deliver library and information services to foster lifelong learning and community engagement.

We operate on a biennial budget of approximately \$19 million with 40 FTE.

The State Library consists of four divisions. Government Information and Library Services provides quality information services to assist state employees in the efficient performance of their jobs and in more effective decision making for state government. Library Support and Development Services provides leadership, grants, and other assistance to improve local library service for all Oregonians. Operations provides the agency's administrative management functions such as board support, financial management, facilities management, volunteer management, information

technology management, communications, and other administrative support services. The Oregon Talking Book and Braille Library is a free library for any Oregonian with a print disability, which includes visual, physical, and reading impairments.

This position is in the Talking Book and Braille Library (Talking Books) division. An estimated 62,000 Oregonians have limited vision or other disabilities which prevent them from being able to use conventional books or other printed materials. Talking Books serves as a public library for these Oregonians by providing a wide variety of reading materials in audio or Braille formats.

The program is a partnership between the State Library and the Library of Congress, which provides books and reading equipment without charge. The State Library is the designated “regional library” for Oregon, one of 56 throughout the country. Postal service regulations allow books to be mailed to Talking Books’ borrowers without charge. Our collection for Talking Books’ eligible patrons includes over 90,000 audio books and descriptive video volumes. The estimated value of in-kind contributions to the program by the federal government exceeds \$2 million each biennium.

Currently, about 5,500 Oregonians are registered borrowers with an additional 400 institutional accounts. In the last completed fiscal year, circulation totaled over 420,000 books and other materials – an average of 1,500, per working day.

We are also Oregon’s Center for the Book, the first Talking Books library to be an Affiliate of Library of Congress’ Center for the Book, promoting and fostering the joy of reading and lifelong learning for all Oregonians who are print disabled.

This position reports to the Talking Books’ Program Supervisor and works closely with 6 other staff as part of a high functioning, creative, and dedicated team.

b. Describe the primary purpose of this position, and how it functions within this program. Complete this statement. The primary purpose of this position is to:

Carry out functions in support of the operations of the Talking Books that provide library users with the books and players needed for service. This position is responsible for the coordination of serials, equipment, and circulation.

SECTION 3. DESCRIPTION OF DUTIES

List the major duties of the position. State the percentage of time for each duty. Mark “N” for new duties, “R” for revised duties or “NC” for no change in duties. Indicate whether the duty is an “Essential” (E) or “Non-Essential” (NE) function.

% of Time	N/R/NC	E/NE	DUTIES
25%	NC	E	Patron Services <ul style="list-style-type: none"> • Staff public service phones and email inbox • Receive daily patron queries on a multitude of topics requiring independent thinking as to search strategy; frequently navigates Internet to obtain and send to patrons specialized information not available through Network sources. • Use State Library KLAS database to answer patron requests for

			<p>information and materials</p> <ul style="list-style-type: none"> • Interpret and explain agency and unit policies and procedures • Diagnose and correct patron record problems
25%	NC	E	<p>Equipment Coordinator</p> <ul style="list-style-type: none"> • Function as the Machine Lending Agent (MLA) to the NLS <ul style="list-style-type: none"> ○ To maintain accurate machine records ○ To conduct periodic inventories ○ To supply NLS and TALKING BOOKS with timely statistical reports ○ To safeguard machines and accessories according to NLS standards and policies ○ To maintain internal written procedures for MLS activities ○ To interpret NLS policies and procedures to staff and patrons for machine lending • Assign, coordinate, and oversee activities in the machine lending program <ul style="list-style-type: none"> ○ Monitor inventory and oversee the processing of digital players and accessories ○ Retrieve equipment from inactive patrons ○ Retrieve obsolete equipment and accessories and coordinate the disposal process ○ Retrieve duplicate equipment from patrons ○ Monitor patron accounts with no equipment ○ Process equipment transfers when patrons move out of state • Process customer service calls and emails regarding players • Order supplies and catalogs from National Library Service (NLS) and the Multistate Center as needed • Act as primary contact for repair facilities, contact when necessary
25%	NC	E	<p>Circulation Coordinator</p> <ul style="list-style-type: none"> • Assign work and oversee activities in the Circulation Program <ul style="list-style-type: none"> ○ Create processes ○ Process documentation ○ Make sure that circulation runs at normal capacity each day • Back-up circulation as needed (when circulation technician is on leave) • Coordinate cartridge and mailing container inventory • Participate in regular patron inactivity tracking and contact • Gather and respond to correspondence included in return cartridges • Train staff as needed
20%	NC	E	<p>Serials Coordinator</p> <ul style="list-style-type: none"> • Receive, duplicate and distribute circulating serials • Update serials subscriber lists • Manage serials delinquency lists • Create notices and maintain tracking for overdue serials • Investigate subscription issues • Monitor inventory for consumable items (catalogs, calendars, circulation inserts, etc.) • Assist in the distribution and circulation of the Talking Books newsletter • NFB-Newsline (newspapers by phone service) <ul style="list-style-type: none"> ○ Register patrons, generate response letters, update patron accounts, answer questions specific to that service and conduct a yearly audit of service. ○ Liaison with the National Federation of the Blind and maintain statistics
5%	NC	NE	<p>Agency Committees and Projects</p> <ul style="list-style-type: none"> • Participates in or works on a division ad hoc groups, projects, and tasks as needed. • Participates in or works on a State Library committees, projects, and tasks as needed. • Other duties as assigned

100%			
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SECTION 4. WORKING CONDITIONS

Describe any on-going working conditions. Include any physical, sensory, and environmental demands. State the frequency of exposure to these conditions.

Cubicle workspace environment. Communicates orally in person, and in writing with staff, agency customers, professional colleagues and the public about issues and topics related to the position. Uses word processing, spreadsheet, Internet, and e-mail. Occasional lifting of library materials and equipment, including reaching up and down. Extended periods of use and exposure to computer monitors. Occasionally resolves complaints or conflicts with upset individuals.

This position is suitable for hybrid remote work options. There may be times that a position or an individual must be located full-time, on-site, within traditional business hours. Times when on-site presence can be required include but are not limited to training, performance, business alignment, accommodations, or resource availability.

SECTION 5. GUIDELINES

a. List any established guidelines used in this position, such as state or federal laws or regulations, policies, manuals, or desk procedures.

Oregon Revised Statutes including 357 (Libraries; Archives, Poet Laureate),
 Oregon Administrative Rules,
 State and Agency policies and procedures,
 Talking Books Divisional policies and procedures,
 National Library Service network standards,
 Federal postal regulations,
 KLAS (Keystone Library Automation System) procedures,
 Volunteer policies and procedures,
 SEIU Collective Bargaining Contract

b. How are these guidelines used?

These laws, policies, and guidelines are used to comply with federal standards and laws for this program, to maintain bibliographic integrity of the Talking Books' KLAS catalog, to serve customers in an excellent manner, and to comply with agency policies. The SEIU contract is used for personnel administration.

SECTION 6. WORK CONTACTS

With whom, outside of co-workers in this work unit, must the employee in this position regularly come in contact?

Who Contacted	How	Purpose	How Often?
Agency Staff	In person/phone/email	To work on agency business	Daily
Library patrons with visual or Physical disabilities and/or their caregivers	In person/phone/email	To provide materials, answer questions, and take requests	Daily
Volunteers (who may be blind, visually impaired, deaf, community service, variety of socio-economic background.)	In person/phone/email	To train and/or work with	Daily
Regional and national libraries, including NLS	In person/phone/email	Regarding standards and best practices	Occasionally

SECTION 7. POSITION RELATED DECISION MAKING

Describe the typical decisions of this position. Explain the direct effect of these decisions.

Following team/management agreements being reached about the responsibilities and workflow affecting the position, the employee works with considerable independence in the interpretation and application of rules, regulations, policies and procedures applicable to the unit. Decisions are made regarding the details of work organization and eligibility of patrons, etc., and can be made independent of the team if needed. Close communication about decisions with the entire Talking Books division is important as all division members are instrumental in the development and implementation of procedures for the unit. Interpret and explain agency and unit policies and procedures.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
Library Services Supervisor 2	0503001	In person / email / phone	Every other week	Evaluating the quality of work and to review and update individual priorities and problem solving.
		In person / written	Quarterly	To evaluate the progress in meeting the annual goals and objectives, and plans for improvements.

SECTION 9. OVERSIGHT FUNCTIONS

THIS SECTION IS FOR SUPERVISORY POSITIONS ONLY

- a. How many employees are directly supervised by this position? 0
 How many employees are supervised through a subordinate supervisor? 0

b. Which of the following activities does this position do?

- | | |
|--|---|
| <input type="checkbox"/> Plan work | <input type="checkbox"/> Coordinates schedules |
| <input type="checkbox"/> Assigns work | <input type="checkbox"/> Hires and discharges |
| <input type="checkbox"/> Approves work | <input type="checkbox"/> Recommends hiring |
| <input type="checkbox"/> Responds to grievances | <input type="checkbox"/> Gives input for performance evaluations |
| <input type="checkbox"/> Disciplines and rewards | <input type="checkbox"/> Prepares & signs performance evaluations |

SECTION 10. ADDITIONAL POSITION-RELATED INFORMATION

ADDITIONAL REQUIREMENTS: List any knowledge and skills needed at time of hire that are not already required in the classification specification:

- Perform position duties in a manner which aligns with the core values of the State Library of Oregon
- Equity: We challenge our personal and organizational biases in order to improve our practices and better serve all communities.
 - Access: We commit to ensuring information is preserved, discoverable, and available.
 - Collaboration: We invest in sustained and intentional partnerships by sharing expertise and resources to achieve mutual goals.
 - Public Service: We deliver excellent customer service and stewardship of resources to support democracy

