



STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
June 1, 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

Form with fields a-j for classification, dates, titles, and employee info. Includes checkboxes for permanent, full-time, exempt status, and overtime eligibility.

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:

The purpose of this position is to coordinate Patron Services and further the reach of the Oregon Talking Book and Braille Library through intentional outreach and engaging programming. The Librarian also maintains and develops the collection and assists with the administration of the Automated Systems. The Librarian analyzes, plans, coordinates, creates, and maintains resources and services for Talking Book users.

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
<i>Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit “Enter”.</i>			
30%	R	E	<p>Patron Services Coordinator</p> <ul style="list-style-type: none"> • Confers with Talking Books users (e.g. libraries, patrons, institutions, and the public) to determine information requirements and • Establishes customer service guidelines and coordinates Patron Services Workgroup to maximize impact of staff interactions with users. Responds to patrons who have complex information needs. • Consults with interest groups, educators, and professionals about improving services for print disabled Oregonians of all ages, including systematically underrepresented and under-resourced communities.

			<ul style="list-style-type: none"> • Regularly attends NLS and Center for the Books meetings and shares announcements, service changes, and updates with colleagues and relevant partners. • Maintains and reviews user and circulation statistics to monitor trends in usage for reporting and planning purposes. Conducts yearly inactive process to better understand reasons for user attrition and identify changes in our patron's needs. • Reviews and updates communications sent to patrons (in print, video, audio, and other formats) to ensure information we share is cohesive, consistent, and accurate.
20%	R	E	Collection Management <ul style="list-style-type: none"> • Works closely with Patron Services staff to maintain and expand in-house system of specialized local subjects that reflect the reading interests of our users. • Supplemental cataloging of up to 1,000 new titles per month, accurately applying local subject headings to ensure materials retrieval for daily circulation. • Coordinates quarterly Collection Development Team meetings and gathers, reviews, and recommends materials for local production and Oregon's Center for the Book.
35%	R	E	Outreach & Programming <ul style="list-style-type: none"> • Plans, develops, and delivers informative and interactive outreach to the public, patrons, educators, and professionals who serve the print disabled to accomplish outreach objectives. • Maintains list of current and potential partners, interest groups, contacts, and organizations that is shared with Program Supervisor. • In partnership with Student Service Specialist, coordinates the annual Summer Reading Program to further engage children and families. • Develops appealing, inclusive marketing materials and media promotions that reflect our diverse users and promote the joy of reading and lifelong learning. • Designs and provides interactive programming and activities to accomplish strategic plan goals and fulfill the Center for the Book Affiliate Agreement. • Gathers needs and input from public library staff and uses data to devise scalable training on accessible library services that can be adapted to different audiences and situations.
10%	R	E	Automated Systems Administrator <ul style="list-style-type: none"> • Monitors operations of Talking Books' automated systems and acts a liaison with Keystone Library Automated Systems (KLAS), informing staff of upgrades, identifying enhancements and improvements needed, and coordinating support emails to and from the KLAS Support Team. • Completes KLAS Administrator Training course and acts as backup Administrator when necessary. • Assists Program Supervisor in implementing advanced technologies and service changes.
5%	N	E	Agency Committees and Projects <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%			

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.

Conducts and attends outreach, events, and meetings which may require evening or weekend work.

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, and budget reporting programs; uses Internet and e-mail.

Travels regularly to sites in all regions of Oregon to provide information about the Talking Book and Braille Library.

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?
Library patrons and those assisting them	In person, phone, letters, email	To provide materials, answer questions, take material request	Daily
State Library Staff	In person, phone, email, virtually	To work on agency business	Daily
National Library Service (NLS), Center for the Book, and any other applicable Library of Congress partners, contacts, peers, or staff	Phone, email, virtually	Discuss procedures, consulting assistance about issues and planning	Daily, Monthly
Public library staff, board members, council members, Teachers, Community Partners	In person, phone, email	Provides leadership and guidance on best practices for accessible library services. Outreach and advocacy.	Daily, Monthly

SECTION 7. POSITION RELATED DECISION MAKING

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

In consultation with the Program Supervisor, the Outreach Librarian works within defined agency goals and has considerable latitude to decide methods and resources to accomplish work goals. The librarian often works alone and must use independent judgment and decision making about the daily operations of the Talking Book program with applicable division members. Close communications about decisions with the entire Talking Books division is important as all team members are instrumental in the development and implementation of procedures for the unit. The position interprets written policy and federal rules to deliver library service to the print disabled in Oregon.

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 and the public good.

- **Adaptability:** We anticipate and evolve as needs change to deliver innovative results to our customers, to our partners, and to each other.

Fosters and promotes the importance and value of a diverse, discrimination and harassment-free workplace; respects diversity of opinions, ideas, and cultural differences; and supports outreach and diversity-related efforts.

Contributes to a positive and productive work environment, works cooperatively with coworkers, and provides positive customer service to the public, coworkers, and other state employees.

Develops good working relationships with division and agency staff through active participation in accomplishing group projects.

This individual must have training skills to educate or instruct others about all aspects of the Talking Book and Braille Library. Ability to prioritize tasks, plan short and long term projects, and adjust according to new information and feedback from supervisor and peers is integral to success in this role.

Regular attendance is an essential function required to meet the demands of this job and provide necessary services.

Special Requirements:

A Masters in Library Science (MLS) degree from an accredited institution.

BUDGET AUTHORITY: If this position has authority to commit agency operating money, indicate the following:

Operating Area	Biennial Amount (\$00000.00)	Fund Type
		Total

SECTION 11. ORGANIZATIONAL CHART

Attach a current organizational chart. Be sure the following information is shown on the chart for each position: classification title, classification number, salary range, employee name, and position number.

- **Check box,** when attached:

SECTION 12. SIGNATURES

_____	_____	_____	_____
Employee Signature	Date	Supervisor Signature	Date
_____	_____		
Appointing Authority Signature	Date		