

GENERAL DESCRIPTION OF CLASS

The STATE LIBRARY SPECIALIST 2 coordinates services and operations for a functional unit or provides advanced technical support to a specialized unit of the State Library.

DISTINGUISHING FEATURES

This is the second level of a two-level series. The responsibility to coordinate activities to ensure a smooth flow of services and operations for a Team or functional unit and decision making authority independent of team or management approval, OR the requirement for expertise in a specialized unit of the State Library distinguishes this level from the lower level.

DUTIES AND RESPONSIBILITIES

The duties listed below are not inclusive but characteristic of the type and level of work associated with this class. Individual positions may be assigned all or some combination of the duties listed below as well as other related duties.

1. Customer Service

Use specialized knowledge of library resources, databases, and equipment to help customers get information and materials. Serve customers with special needs, such as persons who are blind, hearing impaired, or disabled. Conduct comprehensive searches, using advanced query techniques, to search, evaluate, and manipulate online bibliographic and database information. Authorizes online fees for bibliographic records, photocopies or electronic data records.

Train library patrons, team members, and other employees to use bibliographic systems and databases.

Coordinate compiling information and library materials for state agency patrons. Refer requests to other libraries through computerized interlibrary lending and borrowing networks, as needed. Authorizes shipment of library books for lending to qualified external borrowing libraries.

Staff public service contact desk and answer patron requests for information. Assist professional staff or complete special projects to fill patron requests. Interpret and explain agency and unit policies and procedures, based upon knowledge, experience and training. Approve eligible patrons for service programs, such as the Talking Books program.

Keep current with local, regional, and national trends in area of specialized service.

2. Operations

Assign, coordinate, and oversee work of employees and volunteer workers in a functional work unit of the State Library. Plan, schedule and oversee special projects. Assign and train volunteers and staff on t aspects of materials processing and preservation, including special collection materials. Compile and analyze data and prepare operational and statistical reports of unit's activity.

Recommend changes in work unit policies and procedures or the purchase of new equipment to improve efficiency and customer services. Screen requests to purchase materials, recommend action, and send to appropriate processing unit. Maintain inventory and ensure security of property.

Update and maintain databases for internal and external use. Create cataloging records within limits of authority using bibliographic tools and cataloging standards. Use specialized cataloging and classification procedures for special formats or collections.

Upgrade computer hardware and software for team (e.g., install new software releases), after consulting with specialists in computer operation and maintenance.

Coordinate and assist with collection and stack maintenance.

RELATIONSHIPS WITH OTHERS

The State Library Specialist 2 has frequent in-person or telephone contact with State Library patrons including persons with visual or other physical disabilities, to provide information or assistance. The State Library Specialist 2 also has frequent telephone and in-person contact with professional and staff of other teams and agencies to coordinate and expedite processing materials and information. The employee may have contact with publishers or vendors, or with staff of other libraries. The State Library Specialist 2 may act as a consultant or representative for the agency in specialized local or regional meetings and committees; act as resource person for an operational unit to agency staff, personnel from other agencies or libraries, and the general public to explain agency policies and procedures. Contacts with these groups are made in person, by telephone, or by electronic communication to respond to questions and solve problems to maintain efficient and effective service.

SUPERVISION RECEIVED

The State Library Specialist 2 works independently. The team is kept informed of activity and the team leader or group leader (management) is consulted only for agency policy level decisions. During initial training or when new policies are implemented, work is reviewed by team leader or group leader to insure conformance with agency policies, goals, and objectives.

GENERAL INFORMATION

The work may require standing for long periods. Lifting and moving library materials weighing 25 to 50 lbs. and pushing carts up to 100-300 lbs. may be required.

KNOWLEDGE AND SKILLS (KS)

- Extensive knowledge of a specialized library service or process, i.e. interlibrary loan, cataloging, or services to special populations.
- General knowledge of the principles and organization of libraries and of bibliographic resources, including printed, electronic, or other media, and library recordkeeping and reporting practices.
- Skill in performing technical or administrative support functions requiring independent judgment, decision-making, problem-solving, and action.
- Skill in communicating effectively, orally and in writing with a variety of people, answering questions and explaining laws, rules, policies, and procedures.
- Skill in collecting, analyzing, synthesizing, and reporting data in narrative and statistical formats.
- Skill in applying and explaining rules, standards, policies and procedures used in processing library materials and information.
- Skill in accessing and using standard library bibliographic resources, print or electronic.
- Skill in cooperating with other persons or groups to coordinate timely processing of materials and information.
- Skill in organizing and prioritizing work tasks and responsibilities.
- Skill in operating various computerized information systems and databases to retrieve, enter, correct, and manipulate information.
- Skill in training others and organize, schedule, coordinate, review and monitor their work.

Some positions in this class may require one or more of the following:

- General knowledge of adaptive computer applications available to service library and educational needs of the blind.
- General knowledge of a specialized area or its terminology (e.g., medicine, science, art, foreign languages, maps, instructional media, braille, large print, etc.).

NOTE: The KNOWLEDGE and SKILLS are required for initial consideration. Some duties performed by positions in this class may require different KS's. No attempt is made to describe every KS required for **all** positions in this class. Additional KS requirements will be explained on the recruiting announcement.

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Revised

STATE OF OREGON
 Dept. of Administrative Services
 Human Resource Services Division