



STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
January 26, 2024

Agency: State Library of Oregon
Division: Library Support and Development Services
Facility: State Library Building

Revised New

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. Classification Title: Librarian, b. Classification No: C2220, c. Effective Date: 7/01/2023, d. Position No: 0022005, e. Working Title: Virtual Reference Coordinator, f. Agency No: 54300, g. Section Title: Library Support & Dev. Services, h. Budget Auth No, i. Employee Name, j. Repr. Code: OAS, k. Work Location: Salem - Marion, l. Supervisor Name: Program Manager for Library Support, m. Position: Permanent, Full-Time, Seasonal, Part-Time, Limited Duration, Intermittent, Academic Year, Job Share, n. FLSA: Exempt, If Exempt: Professional, Eligible for Overtime: 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 Library 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.

The State Library operates on a biennial budget of approximately \$19 million with 39.47 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 library service for all people in Oregon. 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 person in Oregon with a print disability, which includes visual, physical, and reading impairments.

This position is located in the Library Support and Development Services division. Library Support is responsible for consulting with Oregon libraries to improve library service for all people of Oregon. The Library Support team provides planning for statewide library development; consulting; continuing education services for local library staff, patrons, and government officials; and administers all state and federal library grant programs made available by the agency.

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:

Coordinate the agency’s statewide virtual reference service Answerland, including coordinating with volunteers and partner libraries and organizations, liaising with the chat software vendor, ensuring quality, conducting outreach to partners, representing the chat cooperative’s interests, seeking continual improvement of the services based on feedback, and working on special projects related to the service as needed.

**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
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Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit “Enter”.

90%	R	E	<p><b>Answerland statewide virtual reference services</b></p> <ul style="list-style-type: none"> <li>Coordinates access to statewide virtual references services including recruiting partner organizations and volunteers, scheduling, training, answering questions, and handling issues.</li> <li>Works with partner organization staff, volunteers, and vendors to manage virtual reference software, including managing user accounts, coordinating updates, and ensuring privacy and security.</li> <li>Trains reference workers on proper virtual reference best practices, including maintaining current documentation on software and procedures and addressing quality issues.</li> <li>Facilitates communications and outreach, including maintaining the website, promoting the service to libraries and schools throughout Oregon, and recruiting partner libraries.</li> <li>Manages partner library and organization relationships, including conducting online, phone, and in-person outreach.</li> <li>Seeks continual improvement of the service based on feedback from partner organization staff, volunteers, users, and other sources.</li> <li>Works with the Donor Relations and Volunteer Coordinator to recruit, train, monitor, and support volunteers.</li> <li>Serves as the State Library’s liaison to the Oregon Library Association’s Reference Round Table.</li> <li>Collects statistics, reports, analyzes, and evaluates usage of the service.</li> <li>Works with the Answerland Advisory Committee to monitor and assess the service and coordinate special projects as needed.</li> </ul>
10%	NC	NE	<p><b>Division and State Library Committees and Projects</b></p> <ul style="list-style-type: none"> <li>Participates in or works on division committees, projects, and tasks, as needed.</li> <li>Participates in or works on State Library committees, projects, and tasks, as needed.</li> <li>Other duties as assigned.</li> </ul>
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.

- Twenty hours per week, typically worked sometime Monday – Friday, 8 a.m. to 5 p.m.
- Works in an office environment managing multiple priorities with frequent interruptions.
- Requires working at a computer most or all day.
- Conducts and attends 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.
- Extensive use of various computer software applications.
- Travels periodically to sites in all regions of Oregon.
- Occasionally resolves complaints or conflicts with upset individuals
- This position is suitable for hybrid work, with most work performed remotely. The person in this position is expected to do some in-person outreach to partner libraries.

## 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 ORS 357 (Libraries; Archives, Poet Laureate) and ORS 192 (Records; Public Reports and Meetings).
- Oregon Administrative Rules, including OAR 543.
- State and agency policies and procedures.
- Federal and state laws and regulations, including the Library Services and Technology Act.
- Oregon Department of Justice guidance affecting agencies and libraries.
- Current library principles and practices, including standards adopted by the Oregon Library Association, American Library Association, and other professional library organizations.
- SEIU collective bargaining agreement.

**b. How are these guidelines used?**

- Federal and state laws, regulations, policies, and Attorney general opinions are used in providing consultation, technical assistance and services to partner organizations and volunteers.
- Agency policies apply as needed in topic areas.
- Library principles and practices are used while coordinating statewide chat reference service.
- SEIU agreement is used to establish working conditions and expectations.

## 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?
Partner organization staff and volunteers	In person, phone, email, webconference	Assistance and follow-up	Daily
Local officials, individuals	In person, phone, email, webconference	Assistance and chat support	Weekly
State officials	In person, phone, email, webconference	Assistance and research	Monthly
Federal officials	Phone, email, webconference	Grant administration	As needed
Library association volunteers and staff	In person, phone, email, webconference	Assistance and follow-up	Monthly

News media	Phone, email, webconference	Assistance and research	Occasionally
State Library staff	In person, phone, email, webconference	Agency business	Daily

## SECTION 7. POSITION RELATED DECISION MAKING

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

The Virtual Reference Coordinator acts with considerable independence in making project coordination decisions. Works collaboratively with local, regional, and national partners to ensure the success of statewide chat reference service. Consults with the State Librarian, Program Manager, Chief Operations Officer, Answerland Advisory Committee, LSTA Advisory Council, Donor Relations and Volunteer Coordinator, and external officials.

## SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
Library Services Manager 1	2004002	In person, phone, email, webconference	Regularly	Evaluating the quality of work, and to review update individual priorities and problem solving.
Library Services Manager 1	2004002	In person, webconference	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:

- A valid driver's license issued by the state where the employee resides.

The person in this position performs 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.

