



STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
8/2022

Agency: State Library of Oregon
Division: Talking Book and Braille Library (Talking Books)
Facility: State Library Building

This position is:

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

New Revised

SECTION 1. POSITION INFORMATION

Form with fields a-j: Classification Title (Student Worker), Effective Date (July 1, 2009), Working Title (Customer Service Assistant), Section Title (Talking Books Division), Employee Name, Work Location (Salem - Marion), Supervisor Name (Elke Bruton), Position (Permanent/Full-Time), FLSA (Non-Exempt), etc.

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 State Library of Oregon cultivates, preserves, and delivers library and information services to foster lifelong learning and community engagement.

We operate 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 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 reports to the Talking Books' Program Manager. Though physically located in Salem, the library loans Braille, audio books, descriptive videos, and magazines to eligible readers across the state through the mail or via download. The Talking Book and Braille Library is the regional library in Oregon for the Library of Congress' National Library Service for the Blind and Print Disabled (NLS) network.

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 by providing a wide variety of reading materials in audio or Braille formats.

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 primary purpose of this position is to support the Talking Book and Braille Library’s customer service initiatives through routine contact to users. This position will assist the program manager and staff of the division with customer service support and outreach and projects that enhance the library users’ experience in accessing the services provided by Talking Books.

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 curser at end of a row (outside table) and hit “Enter”.</i>			
100%	R	E	<p>Customer Service Support</p> <ul style="list-style-type: none"> • Contact library users by phone during yearly audit of inactive users to gather updates to user information or gather information for users closing library accounts. This information will be given to the State Library Specialists for follow-up and/or further assistance. • Contact new library users by phone or email using a predetermined script to encourage successful library usage. • Contact BARD (Braille and Audio Reading Download) users by phone or email using a predetermined script who have not used the download service to determine user needs and relay gathered information to the State Library Specialists for follow-up and/or assistance. • Contact users who have “overdue” materials checked out by phone, email, or letter. • Contact student users by phone or email using a predetermined script to encourage participation in yearly student activities such as, Summer Reading, Reading Challenges, etc. • Assist Program Manager and library support staff in gathering data used for the yearly customer service survey by performing tasks such as entering data received from surveys, making phone or email contact to survey respondents using a predetermined script, and other clerical support as needed. • Assist Program Manager and library support staff with various user engagement initiatives or service enhancement projects as needed.
<u>100%</u>			

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.

- Typical office cubical environment and closed library stacks.
- Extensive daily use of computers and related office equipment.
- Extended periods of use and exposure to computer monitors.

- On occasion push heavy book carts
- Bend, stand or sit for extended periods

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
- Oregon Administrative Rules
- SEIU/OPEU Special Agencies Coalition Collective Bargaining Agreement
- State Library policies, procedures and guidelines

b. How are these guidelines used?

Consistency of service and problem resolution is achieved by using established guidelines. The collaborative environment also promotes cooperative efforts and solutions to help in work tasks.

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/users	Phone, email, mail	Contact library users to enhance satisfaction and engagement with the library.	Daily
Talking Books staff	In person, email, Teams, phone	Assist and provide clerical support to Talking Books staff	Weekly

SECTION 7. POSITION RELATED DECISION MAKING

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

This position is a part-time office assistant working under the guidance and coordination of an experienced regular staff member. As such, this employee will make limited task specific decisions. Typical decision will be how to correct a user record or collect data to be evaluated by a senior staff member. Errors in contact to users will result in a decrease in library user satisfaction.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
Talking Book & Braille Program Manager	0503001	In person / email / phone	Monthly	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 plans for improvements.

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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:

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

SPECIAL REQUIREMENTS:

This position requires:

- Ability to apply rules, standards, policies, and procedures
- Skills for maintaining accuracy in filing and data entry

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

Operating Area	Biennial Amount (\$00000.00)	Fund Type
	\$0,000,000.00	Fund
	\$0,000,000.00	Fund
	\$ 00,000.00	Fund
Total Expenditures	\$00,000,000.00	

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