



STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
March 2026

This position is:

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

Agency: State Library of Oregon

- New
Revised

SECTION 1. POSITION INFORMATION

Form fields for Section 1: a. Classification Title: State Library Specialist 2; b. Classification: C0252; c. Effective Date; d. Position No; e. Working Title: Readers Advisor; f. Agency No: 54300; g. Section Title: Talking Book & Braille Library; h. Budget Auth No; i. Employee Name; j. Repr. Code: OAS; k. Work Location (City – County): Salem, Oregon; l. Supervisor Name: Jen Robinson; m. Position: Full-Time, Limited Duration; n. FLSA: Non-Exempt; o. Eligible for Overtime: Yes

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 7 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 primary purpose of this position is to support the Talking Book and Braille Library’s customer service initiatives by independently carrying out functions that provide library users with materials and equipment needed for service.

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
95%	N	E	<p>Patron Services</p> <ul style="list-style-type: none"> • Staff public service phones, email inbox, and other communication channels. • Receive daily patron queries on a multitude of topics requiring independent thinking as to search strategy; frequently

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

			<p>navigates Internet to obtain and send to patrons specialized information not available through Network sources.</p> <ul style="list-style-type: none"> • Use internal Integrated Library System (ILS) to make updates to patron information and adjustments to materials and preferences. • Interpret and explain agency and unit policies and procedures. • Recommend changes to unit policies and procedures to improve efficiency and customer service. • Materials circulation back-up (as needed) • Diagnose and correct patron record problems.
5%	N	NE	<ul style="list-style-type: none"> • Participate in or work on division ad hoc groups, projects, and tasks as needed. • Participate in or work on 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. 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 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.

To be eligible for remote work, staff must have a home workspace that meets all applicable technology, security and safety requirements including the ability to provide protection of confidential information. Staff are responsible for obtaining an appropriate broadband internet connection for working remotely.

Staff working remote shall:

- Meet all responsibilities and perform all duties as if their role was performed in a traditional work setting.

- Comply with all agency policies, guidelines, and management directives.
- Maintain a professional demeanor in the performance of all duties.
- Meet and maintain performance expectations.
- Be available each week during established work hours, as determined by the business need.

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	Occasionally

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

Regional and national libraries, including NLS	In person/phone/email	Regarding standards and best practices	Occasionally
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SECTION 7. POSITION RELATED DECISION MAKING

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

The employee works with considerable independence in the interpretation and application of rules, regulations, policies, and procedures applicable to the unit. Direct effect of decisions include patron access to materials, customer satisfaction, and patron retention. 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/virtually	Weekly or as needed	Regular check ins; Review and progress of work
Library Services Supervisor 2	0503001	In person/virtually & written	Quarterly	Performance Evaluation

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

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:

You are responsible for performing 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.

You are responsible for promoting and fostering a diverse and discrimination/harassment-free workplace; establish and maintain professional and collaborative working relationships with all contacts; contribute to a positive, respectful, and productive work environment; maintain regular and punctual attendance; perform all duties in a safe manner; and comply with all policies and procedures. Working in a team-oriented environment requires participative decision making and cooperative interactions among staff and management. You are to be aware of Affirmative Action and the department's Diversity strategies and goals.

The ability to work productively with individuals of diverse backgrounds and people with disabilities is critical. Active listening, attention to detail, and communicating effectively over the phone and via email are integral to the functions of this position.

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

Operating Area	Biennial Amount (\$00000.00)	Fund Type
<i>Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".</i>		

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.

SECTION 12. SIGNATURES

Employee Signature	Date	Supervisor Signature	Date
	3/13/2026		
Appointing Authority Signature	Date		