



STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
01/02/2024

Agency: State Library of Oregon

Facility: Talking Book and Braille Library

[] New [x] Revised

This position is:

- [x] Classified
[] Unclassified
[] Executive Service
[] Mgmt Svc – Supervisory
[] Mgmt Svc – Managerial
[] Mgmt Svc - Confidential

SECTION 1. POSITION INFORMATION

Form with fields a-j: Classification Title (Student Office Worker), Effective Date, Working Title (Customer Service Assistant), Section Title (Talking Book and Braille Library), Employee Name, Work Location (Salem—Oregon), Supervisor Name (Jen Robinson), Position (Permanent/Part-Time), FLSA (Non-Exempt), 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 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 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 located 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 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 the 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 150,000 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 4,500 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.

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 with users. This position will assist the program manager and staff of the division with customer service support 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
95%	NC	E	<p>Customer Service Support</p> <ul style="list-style-type: none"> Speaks with patrons who call the Customer Service phone line and assists with simple queries and/or enters patron information into cloud platform so Readers Advisors can follow up with more in-depth assistance. Processes book requests from users sent via voicemail, email, and mailed letters.

			<ul style="list-style-type: none"> • Reviews applications for service, checking to see that required information is included. • Contacts inactive library users via letter, email, and phone to re-engage them in services. • Contacts new library users by phone or email using a predetermined script to encourage successful library usage. • Assists Program Supervisor and library staff with various user engagement initiatives or service enhancement projects as needed.
5%	N	E	<p>Agency Expectations</p> <ul style="list-style-type: none"> • Participates in or works on division ad hoc groups, projects, and tasks as needed. • Participates in or works on State Library committees, projects, and tasks as needed. • Other duties as assigned.

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.

Cubical workspace environment. Communicate orally and in writing about issues and topics related to the position. Frequent phone use and communication. Will use word processing and spreadsheet programs on a computer, copier, and other office equipment. Uses Internet to access software and e-mail. Handles library materials; responsible for moving mail carts weighing up to 50lbs, repetitive motion associated with handling 200 talking book mailing containers and checking in and out of library materials using a scanner.

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 procedures,
- National Library Services network standards,
- Federal postal regulations,

- KLAS (Keystone Library Automation System) procedures,
- Volunteer policies and procedures

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 KLAS catalog, to serve Talking Books' customers in an excellent manner, and to comply with agency policies.

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?
<i>Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".</i>			
Library Patrons	In person, phone, or email	To provide materials, answer questions, take materials requests	Daily
Agency staff	In person, phone, email, or virtually	To work on agency business	Daily

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.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
<i>Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".</i>				
Program Supervisor	0503001	In person, phone, email, or virtually	Monthly	Regular check ins; Review and progress of work

Program Supervisor	0503001	In person, phone, email, or virtually	Quarterly	Performance Evaluations

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

- o Equity: We challenge our personal and organizational biases in order to improve our practices and better serve all communities.
- o Access: We commit to ensuring information is preserved, discoverable, and available.
- o Collaboration: We invest in sustained and intentional partnerships by sharing expertise and resources to achieve mutual goals.
- o Public Service: We deliver excellent customer service and stewardship of resources to support democracy and the public good.
- o 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 support outreach and diversity-related efforts in order to diversity the workforce.

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

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

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 curser 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

Appointing Authority Signature

Date