



STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
6/30/2021

Agency: Oregon State Library (OSL)
Team: Government Research Services (GRS)
Facility: State Library Building

- This position is:
[X] Classified - Represented
[] Unclassified
[] Executive Service
[] Mgmt Svc - Supervisory
[] Mgmt Svc - Managerial
[] Mgmt Svc - Confidential

[] New [X] Revised

SECTION 1. POSITION INFORMATION

Form with fields a-j: Classification Title (Librarian), Effective Date (July 1, 2003), Working Title (Web Services Librarian), Section Title (Government Info. & Library Services), Vacant, Work Location (Salem - Marion), Supervisor Name (Caren Agata --Program Manager), Position (Permanent, Full-Time), FLSA (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 Board appointed by the Governor under ORS 357.

MISSION: 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 \$14.7 million with 40.04 FTE.

The agency consists of four primary divisions that are passionately focused on the specialized services provided:

- Government Information and Library Services - 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 - Leadership, grants, and other assistance to improve library service for all Oregonians.
Operations - 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 - A free library for any Oregonian with a print disability, which includes visual, physical, and reading impairments.

Government Services

This position is located on the Government Information and Library Services Division. The Government Services Division programs are funded by an assessment from state agencies to provide information services for state employees. Government Services provides high quality information services to assist state employees in the efficient performance of their jobs and in more effective decision making for state government. Government Services also provides general research assistance to citizens of Oregon in the use of the State Library's collections, which emphasize Oregon government and its publications.

- 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 position is primarily responsible for coordinating the library's online presence in support of state government, providing technical expertise needed for the integration and support of user-facing library systems and applications. This position will serve as system administrator for the library's integrated library system (ILS), organizing and developing other web-based services and resources including the division's website and intranet. This position may serve as the library's representative on the state E-Governance board working with other agencies to ensure that state government information is readily accessible on the state website. This position will also provide reference and information services to library patrons from state agencies and the public.

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.

Perform position duties in a manner which aligns with the core values of the Oregon State Library

- Equity
- Access
- Collaboration
- Public Service
- Future Readiness

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.

% of Time	N/R/NC	E/NE	DUTIES
Note: If additional rows of the below table are needed, place curser at end of a row (outside table) and hit “Enter”.			
50%	R	E	<p>Online Services</p> <ul style="list-style-type: none"> • Provide technical expertise, day to day administration, and broad support for library software solutions and standards. • Support the library’s integrated library system (ILS), including maintenance tasks and use of all modules, as well as the discovery layer and ILS data reporting. • Work closely with library IT to maintain communications between the ILS software (SirsiDynix Symphony), interlibrary loan system (ILLiad), and resource access system (EZproxy). • Collaborate and facilitate communications with library IT, State of Oregon IT, SirsiDynix, OCLC, and Chemeketa Cooperative Regional Library Service (CCRLS). • Maintain and develop division website, including coordination and oversight of all functionalities, with a focus on site content, usability, and functionality. • Design, build, and configure web applications for public-facing online services. • Conduct usability studies with patrons and make suggestions for improvement. • Collect, analyze, and report site analytics. • Coordinate web services projects including assigning and prioritizing work, planning work and projects, establishing and monitoring deadlines. • Set up accounts and provide technical, administrative, and customer support for online tools, ensuring operability and usability. • Coordinate web services workgroup, including prioritizing work,

			<p>project planning, establishing and monitoring deadlines, setting meeting agendas, posting minutes, facilitating workgroup meeting and discussions, tracking workgroup progress, and reporting to division manager.</p> <ul style="list-style-type: none"> Stay abreast of emerging technologies and web trends that are potentially useful to the State Library's mission; review professional literature. Propose new initiatives as appropriate.
40%	NC	E	<p>Reference and Outreach Services</p> <ul style="list-style-type: none"> Participate in reference services schedule. Respond to research queries, through all reference channels (phone, email, chat, etc.). Edit, update and create content for public-facing services, both online and face to face. Create online guides and tutorials. Serve as Embedded librarian to assigned state agencies, providing instruction, training, and marketing of services. Develop and deliver curriculum in support of the state library and its services. Develop new classes and means of delivery based on needs of state agency employees.
5 %	NC	E	<p>Contribute to positive work environment</p> <p>Contributes to a positive and productive work environment, works cooperatively with colleagues, and provides positive customer service to the public and state employees.</p> <p>Participates in annual performance review process, maintains and accomplishes individual training and development plan, actively participates in agency training activities</p> <p>Regular attendance is an essential function required to meet the demands of this position and provide necessary services.</p> <p>Participates actively in Division meetings, workgroups, projects, chat and email reference services.</p> <p>Develops strong working relationships with division and agency staff though active participation in accomplishing group projects.</p>
5%	NC	NE	Other duties as assigned.
<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.
- Occasional meetings at other state agencies in Salem and other locations.
- Occasional irregular hours and travel.

- Regular exposure to dust and medium physical activity in the library stacks.
- Occasional lifting of heavy bound materials, extreme reaching up and down, negotiating aisles 31" wide and retrieving materials from shelves in stack storage from floor level to up to 8 feet tall, which may require climbing a step ladder. May require lifting up to 25 pounds.
- Occasional contact with hostile or annoyed individuals.
- Speaking in front of large groups

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;
 Statewide policies;
 Oregon E-Government guidelines and policies;
 Oregon State Library Minimum Digitization Standards
 State Library policies, procedures and guidelines; and
 Government Information and Library Services agreements and procedures

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?
State Library staff, state agencies, legislative staff, general public, other libraries' staff	In Person, phone, email, online chat, conferences	Provide assistance and outreach	Daily

SECTION 7. POSITION RELATED DECISION MAKING

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

This employee works in a collaborative environment with considerable discretion in making routine, day-to-day decisions. Key decisions made on a regular basis include:

- Coordination of workgroup activities including assigning and prioritizing work, planning work and projects, establishing and monitoring deadlines, and facilitating workgroup meetings and discussions.
- Primary decision-making for structure, applications, and design of the division website and for the operation of user faced services.
- Organization of daily tasks and priorities
- Provision of service to internal and external customers, and
- Collaboration with other staff in fulfilling the agency and division missions.
- Coordination and assignment of work within workgroups as described in division and agency agreements.

The direct impact of these decisions has broad ramifications for meeting the needs of the customers served by this employee and the State Library. Ensuring the smooth delivery of resources and services could be affected, resulting in services being limited or unavailable

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
Program Manager	0000.000	In person	At least annually and throughout the year.	To evaluate the progress in meeting the annual goals and objectives and plans for improvements.
Colleagues		Online survey, in person	Throughout the year	To provide feedback on the employee's progress for inclusion in the evaluation by the program manager.

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:

SPECIAL REQUIREMENTS:

- A master's in library science (MLS) or equivalent degree from an American Library Association accredited institution; and experience in one or more specific library disciplines.
- Presentation skills
- Ability to work with individuals of diverse working styles and backgrounds
- Ability to continuously learn and develop skills in a changing work environment
- Ability to apply rules, standards, policies, and procedures.
- Ability to explain rules, policies, and procedures to library patrons

Experience or familiarity with the following:

- Developing and using web applications
- Creatively applying current web technologies to provide a functional, dynamic library web presence
- Web development tools such as HTML, CSS, PHP, WordPress, JavaScript, as well as web interfaces using databases such as MySQL or Microsoft SQL

- Emerging web application, resources, and techniques
- Performing research or answering reference inquiries
- Web and interface usability testing
- Working with online government information and documents
- Application of web content accessibility standards
- ILS and ILL systems such as SirsiDynix Symphony and ILLiad systems administration.
- Assessing and improving patron experience via analytics and usability testing
- Creating and maintaining appropriate documentation.
- Gathering and evaluating relevant statistics.
- Improving cross-platform integration of online resources and services
- Maintaining awareness and knowledge of contemporary design, coding, and accessibility standards

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