



**STATE OF OREGON
POSITION DESCRIPTION**

**Position Revised
Date:11/19/2020**

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

This position is:

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

Revised New

SECTION 1. POSITION INFORMATION

<p>a. Classification Title: <u>Librarian</u></p> <p>c. Effective Date: _____</p> <p>e. Working Title: <u>Virtual Reference Coordinator</u></p> <p>g. Section Title: <u>Library Support and Development</u></p> <p>i. Employee Name: _____</p> <p>k. Work Location (City – County): <u>Salem - Marion</u></p> <p>l. Supervisor Name (Optional): <u>Buzzy Nielsen, Library Support Program Manager</u></p>	<p>b. Classification No: <u>C2220</u></p> <p>d. Position No: _____</p> <p>f. Agency No: <u>54300</u></p> <p>h. Budget Auth No: _____</p> <p>j. Repr. Code: <u>OAS</u></p>								
<p>m. Position:</p> <table style="width:100%; border: none;"> <tr> <td><input type="checkbox"/> Permanent</td> <td><input type="checkbox"/> Seasonal</td> <td><input checked="" type="checkbox"/> Limited Duration</td> <td><input type="checkbox"/> Academic Year</td> </tr> <tr> <td><input type="checkbox"/> Full-Time</td> <td><input checked="" type="checkbox"/> Part-Time</td> <td><input type="checkbox"/> Intermittent</td> <td><input type="checkbox"/> Job Share</td> </tr> </table>		<input type="checkbox"/> Permanent	<input type="checkbox"/> Seasonal	<input checked="" type="checkbox"/> Limited Duration	<input type="checkbox"/> Academic Year	<input type="checkbox"/> Full-Time	<input checked="" type="checkbox"/> Part-Time	<input type="checkbox"/> Intermittent	<input type="checkbox"/> Job Share
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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 provide leadership and resources to continue growing vibrant library services for Oregonians who are print-disabled, the Legislature and state government, and all Oregonians through local libraries.

We operate on a biennial budget of approximately \$16.5 million with 39.04 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.

The Library Support and Development Services division is responsible for working closely with Oregon libraries to improve library service for all Oregonians. Library Support and Development Services provides planning for statewide

library development, consulting, continuing education services for local librarians, citizens and government officials, and administers all state and Federal library grant programs.

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 Answerland, the Oregon statewide virtual reference 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
90%	N	E	<p>Coordinate Answerland, the Oregon statewide virtual reference service.</p> <ul style="list-style-type: none"> • Serve as the software account manager, which includes managing user accounts, maintaining current documentation, training new administrators, coordinating updates, and ensuring privacy and security. • Manage statewide coverage, which includes the following: <ul style="list-style-type: none"> ○ Ensuring that every question is answered ○ Coordinating scheduling ○ Answering reference questions as needed via chat and email ○ Handling pranks, threats, crisis calls, and other issues • Facilitate communications and outreach, which includes maintaining the website, promoting the service to libraries and schools throughout Oregon, and recruiting partner libraries. • Manage partner library relationships and provide support for libraries, in areas such as managing patron questions, using the software, handling disruptive patrons and crisis calls, working with students, utilizing state reference resources, statistics gathering for reporting purposes, virtual reference best practices, and quality issues. • Work closely with the Volunteer & Operations Coordinator to recruit, train, monitor and support volunteers. • Collaborate with the Quality Team to promote best practices and support new staff through a mentoring program. • Serve as a member the Oregon Library Association’s Reference Round Table by attending meetings and participating in committee work as appropriate. • Compile usage data and publish into an annual report for the Answerland Advisory Committee and LSTA Advisory Council. • Work with the Answerland Advisory Committee to monitor and assess the service, and to coordinate special projects as needed.
10%	N	E	<p>Other duties:</p> <ul style="list-style-type: none"> • Commit to the Library's continuous quality improvement goals by participating in agency committees, team meetings, workgroups, task forces, and project meetings. • Contribute to a positive and productive work environment, work cooperatively with coworkers, and provide positive customer service to the public, coworkers and other state employees. • Support the agency's Strategic Plan. • Participate in an annual performance review process; maintain and accomplish individual training and development plan; actively participate in agency or team development and training activities. Cross-train team members and provide back up duties, as needed.

100%		<ul style="list-style-type: none"> Regular attendance is an essential function required to meet the demands of this job and provide necessary services.

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.

Work hours: Twenty hours per week, typically worked sometime Monday – Friday, 8 a.m. to 5 p.m., with both occasional in-state travel to visit libraries and limited out-of-state to attend conferences. Conducts and attends meetings which may require evening or weekend work. Work in an office environment managing multiple priorities with frequent interruptions. Extensive use of various computer software applications; requires sitting at a desk/computer terminal for up to eight hours a day.

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.

- Federal laws and regulations;
- State laws (ORS 357) and administrative rules (OAR 543);
- State and Agency policies and procedures;
- Library procedures and principles;
- Collective bargaining agreement

b. How are these guidelines used?

Federal and State laws and regulations are used in administering federal LSTA sub grant programs and providing consultation and technical assistance to libraries. State Library policies apply as needed in topic areas; library principles and practices are used in providing consulting that result in services that match standard library conventions.

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?
Local library staff	In person, phone, email, webconference	Assistance, follow-up	Daily
Volunteers	In person, phone, email, webconference	Assistance, follow-up	Daily
Local officials and citizens	In person, phone, email, webconference	Assistance, follow-up	Weekly
Software vendors	In person, phone, email, webconference	Business, support, follow-up	Monthly

State officials	In person, phone, email, webconference	Assistance, research	Monthly
State Library staff	In person, phone, email, webconference	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 acts with considerable independence in making project coordination decisions. Appropriate personnel are consulted as needed in the decision making – the State Librarian, the Program Manager, the Chief Operating Officer, the Answerland Advisory Committee, the LSTA Advisory Council, the Volunteer & Operations Coordinator, the State Library communications staff, 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
PE/M D	2004002	In person, email, web-conference	Bi-weekly	Updates on quality of projects; outreach success; planning; service and information delivery; general guidance
PE/M D	2004002	In person, web-conference	Annually	To evaluate the progress in meeting the annual goals and objectives; setting new 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:

- Perform position duties in a manner which aligns with the core values of the State Library;
 - Equity
 - Access
 - Collaboration
 - Public Service
 - Future Readiness

- Foster and promote 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.
- Develop 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.
- Have a current and valid driver license and an acceptable driving record or able to provide an acceptable alternative method of transportation.
- Proficiency in speaking, reading, and writing Spanish is desirable, though not required.

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	
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