

TO: Board of Estimates

FROM: Emaan Abdel-Halim, Human Resources

DATE: 9 December 2013

SUBJECT: Clerk Typist 2-Library (Central Library)

The Library has requested a study of the vacant position of Clerk Typist 2 (#3303; CG32-02) at the Central Library. Upon reviewing the vacant position and the needs of the branch, Library Director Greg Mickells and Borrower Services Manager Margie Navarre-Saaf request that the vacant position be recreated as a Library Assistant 1 (CG32-05) due to changing customer service needs and the need for greater staffing flexibility in staffing the numerous service desks at the new Central Library. I agree with the recommendation for the reasons outlined in this memo.

In September 2013, the highly anticipated new Central Library opened to the public after having undergone major renovations and dramatic improvements to the public library in the heart of downtown. With the new open layouts and expanded library spaces, the staffing needs of the Central Library are currently being reevaluated based on customer needs. Due to the layout of the Central Library with the first floor reference desk located at the back wall, there is added flexibility by having a Library Assistant at the main circulation desk at the front of the first floor. Currently, the main circulation desk is staffed with Clerk Typists who are mainly responsible for checking in and out materials, handling fines, and registering patrons for library cards and/or computer time. Any reference-related questions are referred to the reference desk. Having a Library Assistant 1 at the main circulation desk would allow for a full service desk equipped to respond to all types of customer inquiries right at the main entrance for the library.

A review of the class specification for Clerk Typist 2 (see attached) shows:

...**routine and responsible clerical support** work in processing office records, data and materials based on the needs of the agency. Work may include direct contact with the public. [emphasis added]

As noted above, the Clerk Typist 2 position at the Library has primary responsibility for the circulation desk: checking books in and out; handling lost items and fines; and helping register patrons for library cards. The position also handled general computer assistance, scheduling of computer time and customer service resolution. The Clerk Typist 2 is not qualified to answer reference questions and does not work at the reference desk.

A review of the class specification for Library Assistant 1 (see attached) shows:

...**responsible paraprofessional** and clerical work in the Madison Public Library system. The work involves such functions as providing **direct customer service to the public**, providing support relative to the **processing, ordering and cataloging of library materials**, participating in **collection maintenance and inter-library loan**. [emphasis added]

The variety of reference type questions are within the expected duties of a Library Assistant's responsibilities. Furthermore, this position requires at least three years of related public service experience (including support activities in the areas of library or similar services) requiring extensive interaction with customers and the application of personal computer technology in meeting service needs. It is for this reason that the Library is requesting the Clerk Typist 2 position be recreated as a Library Assistant I for Central Library. The Library plans to expand the responsibility of the position to include assisting patrons on the computers, working at the reference desk, problem solving/troubleshooting, and conducting research. As such, I recommend the existing vacant Clerk Typist 2 position be recreated as a Library Assistant I.

As the Library Assistant I classification already exists in the City's classification scheme, recreation of the Clerk Typist position within the Library operating budget may be authorized directly by the Board of Estimates, according to Mayoral APM 2-4. Therefore, I am recommending recreation of a Clerk Typist 2 position to a Library Assistant I position within the Library budget. The necessary resolution to implement this recommendation has been drafted.

Editor's Note:

Compensation Group/Range	2014 Annual Minimum (Step 1)	2014 Annual Maximum (Step 5)	2014 Annual Maximum +12% longevity
32/02	\$37,011	\$41,117	\$46,046
32/05	\$41,117	\$46,518	\$52,104

cc: Greg Mickells – Library Director
Jane Roughen – Library Community Services Manager
Margie Navarre-Saaf – Borrower Services Manager
Greg Leifer – Labor Relations Manager