

TO: Personnel Board

FROM: Michael Lipski, Human Resources

DATE: May 13, 2011

SUBJECT: Administrative Clerk 1-Library (Pinney Branch)

The Library has requested a study of the vacant position of Administrative Clerk 1 (#439; CG32-04)) at the Pinney Branch. The former incumbent, A. Kester, transferred to a vacant Administrative Clerk position in the business office. Upon reviewing the vacant position and the needs of the branch, Library Director Barb Dimick and Community Services Manager Jane Roughen are requesting that the vacant position be recreated as a Library Assistant 1 (CG32-05) due to an increased need for customer service and flexibility at the branch. I agree with the recommendation for the reasons outlined in this memo.

The Pinney Branch is staffed with a Librarian 3 (supervisory) who also has partial responsibility (40%) for the Monroe Street library. There are 2 other librarians which make up a total of 1.1 FTE (a third librarian works out of the Pinney Branch but mostly performs work for schools and other external programs so is not normally at the Branch), a 0.7 FTE Library Assistant, a full-time Administrative Clerk (the position being studied), and full-time Clerk Typist. These positions all have some responsibility for assisting the public. The Librarians have the highest responsibility in terms of being able to help patrons with all needs. The Library Assistant has broad responsibility for staffing the circulation desk, the reference desk, and assisting patrons with the computers. The Library Assistant can also be responsible for the branch in the absence of a Librarian. The Administrative Clerk had primary responsibility for the circulation desk (described more fully below), and the Clerk Typist has limited responsibility for public contact. The Pinney Branch is currently open 6 days a week, but will start Sunday hours in October, 2011.

The Administrative Clerk position at the Pinney Branch had primary responsibility for the circulation desk. The position was responsible for checking books in and out, handling lost items and fines, and helping register patrons for library cards. The position also handled shipping and receiving inter-library loans. The Administrative Clerk does not work at the reference desk and does not assist the public in using computers. Furthermore, it is only in very limited circumstances that the Administrative Clerk would be given responsibility to oversee the branch.

Due to the soon-to-be expanded hours at the Pinney Branch and an increase in utilization, the Library is requesting that the Administrative Clerk position be recreated as a Library Assistant. In 2010 alone, the Pinney Branch had over 355,000 customers, and over 110,000 patrons utilized the public computers at the branch. Because of this, the Library plans to expand the responsibility of the position to include assisting patrons on the computers, working at the reference desk, and overseeing the branch in the absence of the librarian.

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. The work ...may involve the independent responsibility for the operation of a branch library or service in the librarian's absence.

Examples of duties and responsibilities include

Conduct service interviews and link customer needs with services and resources. Assist library customers to access on-site resources as well as the services and collections of the entire Madison Public Library, LINKcat (integrated library system), inter-library loan system, virtual resources, and community resources. Provide reference and readers' advisory services to meet informational and recreational needs. Assist customers in understanding library services, procedures, resources and systems/technology. Utilize the Internet, electronic databases, and knowledge of library collections(s), and/or other sources to anticipate and meet customers needs. Provide instruction or tours to customers on the use of the full range of library resources. Process inter-library loan requests.

Assist and/or instruct individuals (or groups) in the use of personal computers, software and peripherals in a Windows environment. Troubleshoot equipment and/or report equipment problems within protocols. Update and maintain standardized internet applications consistent with established protocols or instructions. Provide related user support. Identify, resolve, and/or refer related user issues.

Oversee the daily operations of a branch library or of a library service in the absence of a librarian or supervisor. Direct workflow, provide training and assistance to clerical and hourly staff and volunteers as directed.

Oversee and perform circulation-related clerical duties (e.g., check out and check in library materials, collect fines, issue and reissue library cards, process holds, retrieve materials, explain regulations and answer questions, maintain files and inventories, perform or oversee shelving functions and other circulation related activities as needed).

These duties are consistent with what is outlined in the proposed position description. As such, I recommend that the existing vacant Administrative Clerk 1 position be recreated as a Library Assistant 1.

We have prepared the necessary Resolution to implement this recommendation

Editor's Note:

Compensation Group/Range	2011 Annual Minimum (Step 1)	2011 Annual Maximum (Step 5)	2011 Annual Maximum +12% longevity
32/04	\$37,355	\$42,184	\$47,242
32/05	\$38,369	\$43,409	\$48,620

cc: Barb Dimick-Library Director
 Jane Roughen-Library Community Services Manager
 Greg Leifer-Labor Relations Manager