

TO: Board of Estimates

FROM: Emaan Abdel-Halim, Human Resources

DATE: 3 November 2014

SUBJECT: Madison Public Library – Reclassifications

Library Director Greg Mickells is requesting two vacant positions be reclassified from Clerk Typist 2 to Library Assistant I to provide more staffing flexibility. Based on conversations with Mr. Mickells and Library management, I recommend the following actions:

- Reclassify the 80% FTE Clerk Typist 2 position (#3725; CG32-02) at Alicia Ashman to an 80% Library Assistant I (GC32-05).
- Reclassify the 100% FTE Clerk Typist 2 position (#3724; CG32-04) at Meadowridge to a 90% Library Assistant I (CG32-05).

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]

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 I (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. Lastly, as Library Assistants are expected to be 'in charge' of a location in the absence of the Librarian; this allows for the professional Librarians to shift focus onto more relevant programmatic areas and activities.

Currently, the Alicia Ashman Library has very limited staffing levels. Oftentimes, the Supervising Branch Librarian spends a significant amount of time attempting to fill in schedule gaps that result from staff absences, scheduled vacations or due to ongoing position vacancies.

By having an additional Library Assistant I at Alicia Ashman, the essential reference and circulation service needs would be met more directly with the additional staffing flexibility that Library Assistants could offer at this location. Also, because the Library Assistant can be in charge of a branch, this change will provide the Supervising Librarian more flexibility in scheduling.

Similar to the Alicia Ashman neighborhood library, the need to augment the staffing levels at the Meadowridge neighborhood by reclassifying the 100% FTE Clerk Typist 2 to a 90% FTE Library Assistant would allow for the library to provide greater service delivery to library patrons. Additionally, this position would support the anticipated increase in programming and service volume at Meadowridge once the library remodeling project is completed.

It is for this reason that the Library is requesting the two Clerk Typist 2 positions be recreated as a Library Assistant I for Alicia Ashman (80% FTE) and Meadowridge (90% FTE) neighborhood libraries, respectively. The Library plans to expand the responsibility of the positions to include assisting patrons on the computers, working at the reference desk, problem solving/troubleshooting, overseeing branch operations in the absence of a Librarian, and conducting research.

As the Library Assistant I classification already exists in the City's classification scheme, recreation of the Clerk Typist 2 positions 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 the two Clerk Typist 2 positions to Library Assistant I positions within the Library budget, as outlined above. The necessary resolutions to implement these recommendations have 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	\$36,752	\$40,829	\$45,734
32/05	\$40,829	\$46,192	\$51,740

cc: Greg Mickells – Library Director
 Marc Gartler – Supervising Librarian (Alicia Ashman)
 Alice Oakey – Supervising Librarian (Meadowridge)
 Greg Leifer – Labor Relations Manager