

T0: Personnel Board

FROM: Sue DeBolt, Human Resources

SUBJECT: Library Assistant 1 – Public Library
Administrative Clerk 1 – Public Library

DATE: January 15, 2010

At the request of the Madison Public Library, a study was conducted of the position of Inter-Library Loan (ILL) Library Assistant 1 (Compensation Group 32, Range 05) occupied by B. Price. Under the leadership and/or direction of a librarian, the classification of Library Assistant 1 provides “responsible paraprofessional and clerical work ... in providing direct customer service to the public, providing support relative to the processing, ordering and cataloging of library materials, and participating in collection maintenance and inter-library loan.” After reviewing the position description (attached), and meeting with C. Froistad, Library Community Services Manager (Comp Group 18, Range 14) and the incumbent, I find the work being performed to be consistent with the classification of Librarian 1, Compensation Group 33, Range 01.

The Madison Public Library serves as a clearinghouse and resource library for the inter-library loan (ILL) process for the South Central Library System (SCLS). The South Central Library System is comprised of 52 libraries in a multi-county area in South Central Wisconsin. The SCLS compensates the Madison Public Library \$151,000 per year to oversee the inter-library loan process for all the libraries. An inter-library loan transaction is a request to borrow from another library system or institution, any books or other materials, which are not available to borrow in a local library's catalog and allows lending of materials throughout the country.

Staffing of the Inter-Library Loan section of the Public Library consists of one Librarian, two Library Assistant 1 positions (one full-time, one part-time), one Administrative Clerk 1, one Clerk Typist (part-time), and several hourly Library Pages.

ILL requests grew 29% from 2005 to 2008. In early 2008, the Public Library began an evaluation of its current software versus a new nationally used resource sharing software (ILLiad). B. Price was assigned the responsibility to research and gather data to determine the efficiency and effectiveness of the two programs. Based on this information, the Public Library purchased the ILLiad software in the summer of 2008. This software helps to automate routine inter-library loan functions, which increases productivity and dramatically reduces paperwork. It allows staff to manage all of the library's borrowing and lending through a single Windows-based interface through the Online Computer Library Center national database. The new system is better able to handle the increase in lending and borrowing items.

At the time of testing and implementation of the new software, the ILL Librarian was on intermittent family medical leave. As the incumbent had gradually assumed increased lead responsibilities in the inter-library loan area over the last several years, B. Price was assigned the responsibility to customize the program to work with the requirements of the 52 libraries in the SCLS. Price oversees the training materials, and conducts workshops and presentations on ILL for the Madison Public Library staff as well as the staff of the SCLS libraries. The incumbent also oversees and adjusts the workflow of the other ILL staff to take advantage of the options the new system offers.

The ILLiad software went into effect in February 2009. At the end of 2009, the Madison Public Library had received 12,650 borrowing requests, averaging 40 requests per day (Monday through Saturday) from the 52 libraries during that timeframe, and sending out 23,808 requests for materials. It is anticipated the interloan

system will be used more frequently as libraries' collections budgets are reduced due to the changing economy.

In reviewing material requests through the inter-library loan process, the incumbent also monitors patrons' requests to maintain awareness of interests and trends. The incumbent independently determines and purchases materials which are well suited for the library collection versus being borrowed.

The current Librarian, who has been on family medical leave, has recently requested a reduction in work schedule. This Librarian's responsibilities were primarily in the inter-library loan and collections/periodicals sections. Her new schedule will now focus her knowledge and expertise on other areas of the Library system, such as the development and maintenance of library collections, periodicals, and vendor databases. This work will continue to be performed at the Librarian level.

The duties of B. Price's position have gradually changed over time, but have increased with the introduction of the new software system and are being performed at a higher level, similar to what the Librarian had been performing before going on leave. The Library will soon be moving to an updated version of this software, which will require additional maintenance to templates, user manuals, and staff training. The incumbent is currently being paid on an out-of-class pay basis. From the above description, the primary function of this position is to oversee, modify and maintain the software, workflow, training and procedures for the inter-library loan clearinghouse functions for the Public Library and the SCLS.

Based on the class specification (attached), the Librarian 1 position performs responsible professional library work and the employee

may be assigned to a variety of library programs, services and functions necessitating judgment and discretion in their development and implementation. Employees may lead and/or coordinate subordinates as assigned.

Examples of duties and responsibilities of the Librarian 1 class which differ from the Library Assistant 1 class are:

Help to prioritize and monitor staff work activities consistent with established objectives. Participate in staff training. Participate in the scheduling of employees and volunteers. Actively participate in the development and maintenance of library collections. Evaluate collections and exercise professional judgment in recommending and/or purchasing library materials; and/or in removing outdated or unwanted materials. Analyze collection/customer usage data to maintain awareness of collection relevance to customer needs, and recommend changes as appropriate. Perform professional and administrative tasks associated with inter-library loan activities.

Based on the above, I find the work being performed by B. Price to be consistent with the Librarian 1 level in terms of both the scope and depth of responsibility currently assigned. The position of Librarian 1 requires graduation from an accredited library school with a master's degree in library or information science. The incumbent does possess such accreditation. I recommend the Library Assistant 1 position be recreated as Librarian 1 and the incumbent reallocated.

If the above recommendation is passed, a portion of the Library Assistant 1 duties previously performed by B. Price will need to be reassigned. The Library has an Administrative Clerk 1 vacancy in this area. The class of Administrative Clerk 1 performs "responsible administrative support work in the implementation and coordination of a specified office function necessitating judgment, discretion, and initiative in the

interpretation and application of program policies, procedures, and processes.” It is proposed to restructure the primary duties of this position as follows: inter-library loan service including coordinating daily clerical workflow, process ILL requests, answer questions from customers and other SCLS staff, work with on-line application for ILL requests (32%); assist with web pages, social software, web applications and library databases (32%); provide reference and reader’s advisory service, and internet assistance and training to the public (32%) (position description attached). These duties and responsibilities are more consistent with the paraprofessional and clerical work of the Library Assistant 1 class (class specification attached):

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, resource and systems/technology. Utilize the internet, electronic databases, and knowledge of library collections, and/or other sources to anticipate and meet customers’ needs.

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.

Direct workflow, provide training and assistance to clerical and hourly staff and volunteers as directed. Maintain familiarity with library programs, policies, procedures, technology and related developments.

It is proposed that the Administrative Clerk 1 (100%) position be recreated as a Library Assistant 1 (80%) position.

We have prepared the necessary Resolutions to implement these recommendations.

Editor’s Note:

Library Assistant 1 to Librarian 1

Compensation Group/Range	2010 Annual Minimum (Step 1)*	2010 Annual Maximum (Step 5)*	2010 Annual Maximum +12% longevity*
32/05	\$38,369	\$43,409	\$48,620
33/01	\$45,807	\$52,826	\$59,176

Administrative Clerk 1 (100%) to Library Assistant 1 (80%)

Compensation Group/Range	2010 Annual Minimum (Step 1)*	2010 Annual Maximum (Step 5)*	2010 Annual Maximum +12% longevity*
32/04	\$37,355	\$42,184	\$47,242
32/05	\$30,695.20**	\$34,727.20**	\$38,896**

* 2009 salary listed. The salary schedule for 2010 is not approved; salaries will be adjusted to reflect any change at that time.

**80% salary rate indicated

cc: Barb Dimick, Library Director
Carol Froistad, Library Community Services Manager