

TO: Board of Estimates

FROM: Emaan Abdel-Halim, Human Resources

DATE: 23 April 2014

SUBJECT: Madison Public Library – Reclassifications and Reallocations

Library Director Greg Mickells is requesting that various positions be increased in FTE level as well as changing some vacant Clerk/Administrative Clerk positions 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 50% FTE Clerk 2 position (#459; CG32-02) at Monroe Street to a 60% Library Assistant I.
- Reclassify the 100% FTE Administrative Clerk I position (#497; CG32-04) at Alicia Ashman to a 60% Library Assistant I at Meadowridge.
- With the remaining funding from the Ashman Admin Clerk position (#497), increase the FTE percentage of the current Ashman Library Assistant I (#435) from 60% to 80% FTE.
- Reclassify the 95% Clerk Typist 2 position (#516; CG32-02) at Sequoya to a 90% Library Assistant I.
- Increase the FTE percentage of the Librarian 2 – Youth Services (#428) at Central from 70% to 100% FTE, to be funded through salary savings.

A review of the class specification for Clerk 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 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 2 is not qualified to answer reference questions and does not work at the reference desk.

The review of the class specification for Administrative Clerk I (see attached) shows:

... is 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. Work at this level is characterized by **ongoing responsibility for an assigned program support activity**. ... Employees may provide oversight to lower-level clerical employees as assigned. [emphasis added]

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 Monroe Street Neighborhood Library has very sparse staffing with 2.9 permanent staff and 1.19 hourly staff to cover the 46 service hours open to the public. 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 Monroe Street the essential reference and circulation service needs would be met more directly with the additional staffing flexibility that 3 Library Assistants could offer at this location.

Similar to the Monroe Street neighborhood library, the need to augment the staffing levels at the Meadowridge neighborhood by reclassifying the Administrative Clerk I to a 60% 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. Although the Ashman Library would be losing an Administrative Clerk position, with the remaining funding from the Alicia Ashman Administrative Clerk I position, the Library requests to increase the FTE percentage for the Library Assistant I position at Alicia Ashman from 60% to 80% FTE. This would be a fiscally neutral action given the salary adjustments and FTE changes of these positions.

For the Sequoia neighborhood library, the Library requests a 95% vacant Clerk Typist 2 position to be reclassified to a 90% Library Assistant. As with Monroe Street and Alicia Ashman neighborhood libraries, Sequoia would benefit from the added flexibility the Library Assistants provide with both reference and circulation service delivery. Additionally, supervisory time can be refocused onto program development, rather than spent filling schedule holes. With the vacancies that result for staff attrition, the Library seeks to improve overall services with greater staffing flexibility in its neighborhood libraries by the reclassification of these positions to Library Assistants. Again this action would be fiscally neutral by using salary savings from the current vacancies.

It is for this reason that the Library is requesting the Clerk 2, Administrative Clerk I, and Clerk Typist 2 positions be recreated as a Library Assistant I for Monroe Street, Meadowridge, and Sequoia neighborhood libraries, respectively. 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 2, Administrative Clerk 1, and Clerk Typist 2 positions be recreated as Library Assistant 1, and using the remaining funding from the Administrative Clerk 1 to increase the FTE percentage of the Library Assistant 1 at Ashman to 80%.

Lastly, through additional salary savings from existing position vacancies, the Library Director is requesting that the FTE percentage of the Librarian 2 – Youth Services at the Central Library be increased from 70% to 100% FTE. The needs and demands for Youth Services programming would greatly be served having a full time Youth Services Librarian on staff at Central. Again, this action would be fiscally neutral for the current budget year and would be adjusted within the next budget cycle.

As the Library Assistant 1 classification already exists in the City’s classification scheme, recreation of the Clerk and Administrative Clerk positions within the Library operating budget and the FTE increase for Librarian 2 may be authorized directly by the Board of Estimates, according to Mayoral APM 2-4. Therefore, I am recommending recreation of Clerk 2, Administrative Clerk 1, and Clerk Typist 2 positions to Library Assistant 1 positions within the Library budget, as outlined above, as well as the FTE adjustment to the Youth Services Librarian 2. 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
32/04	\$39,750	\$44,888	\$50,284
32/05	\$40,829	\$46,192	\$51,740

cc: Greg Mickells – Library Director
Jane Roughen – Library Community Services Manager
Greg Leifer – Labor Relations Manager