

TO: Board of Estimates

FROM: Michael Lipski, Human Resources

DATE: April 19, 2012

SUBJECT: Clerk Typist 2-Library (Monroe Branch)

The Library has requested a study of the vacant position of Clerk Typist 2 (#412; CG32-02) at the Monroe Street Branch. Upon reviewing the vacant position and the needs of the branch, Acting Library Director Susan Lee and Community Services Manager Jane Roughen 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 at the branch, including responsibility for the overall branch. I agree with the recommendation for the reasons outlined in this memo.

The Monroe Branch is open 6 days a week, for a total of 37.5 public service hours. However, the Branch currently only has a total of 2.65 FTE permanent staff, including a 0.8 FTE Librarian 2, a 0.6 FTE Library Assistant 1, a 0.6 FTE Clerk 2 and a vacant 0.65 FTE Clerk Typist 2 (the position being studied). These positions all have varying levels of responsibility for assisting the public. The Librarian has the highest responsibility in terms of being able to help patrons with a full range of library services. The Library Assistant has broad responsibility for staffing the circulation desk, the reference desk, and for assisting patrons with computers and consumer electronic devices like e-readers. The Library Assistant can also be responsible for the branch in the absence of a Librarian. Clerk 2 and Clerk Typist 2 positions are intended to be more administrative in nature, and generally are not scheduled to oversee overall branch operations in the absence of a Librarian.

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.

The Clerk Typist 2 position at the Monroe Branch has had 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 does not work at the reference desk. Furthermore, as noted above, it is only in very limited circumstances that the Clerk Typist 2 would be given responsibility to oversee the branch.

Due to the limited number of staff members at the Monroe Branch, the Library's smallest, added flexibility in terms of being able to supervise branch operations in the absence of a Librarian is critical, which is why the Library is requesting the Clerk Typist 2 position be recreated as a Library Assistant 1. 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, conducting research, 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.

This is consistent with what is outlined in the proposed position description. As such, I recommend the existing vacant Clerk Typist 2 position be recreated as a Library Assistant 1.

As the Library Assistant 1 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 1 position within the Library budget. The necessary resolution to implement this recommendation has been drafted.

Editor's Note:

Compensation Group/Range	2012 Annual Minimum (Step 1)	2012 Annual Maximum (Step 5)	2012 Annual Maximum +12% longevity
32/02	\$35,229	\$39,136	\$43,836
32/05	\$39,136	\$44,277	\$49,582

cc: Susan Lee-Acting Library Director
Jane Roughen-Library Community Services Manager
Greg Leifer-Labor Relations Manager