

TO: Board of Estimates

FROM: Emaan Abdel-Halim, Human Resources

DATE: 22 January 2015

SUBJECT: Clerk Typist 2 - Madison Public Library

Library Director Greg Mickells is requesting one vacant position be reclassified from Clerk Typist 2 to Library Assistant I and one vacant 80% FTE Library Assistant position be increased to 100% FTE in order to provide more staffing flexibility. Based on conversations with Mr. Mickells and Library management, I recommend the following action:

- Reclassify the 50% FTE Clerk Typist 2 position (#500; CG32-02) at Lakeview to a 65% Library Assistant I (GC32-05).
- Increase the FTE percentage of the Library Assistant (#3725) at Alicia Ashman from 80% to 100% FTE, to be funded through hourly salary savings.

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 Lakeview 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 Lakeview, 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.

It is for this reason that the Library is requesting the Clerk Typist 2 position be recreated as a Library Assistant I for Lakeview (65% FTE) neighborhood libraries. 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.

For the 80% Library Assistant position at Alicia Ashman Library, the increase in FTE will allow the Supervising Librarian more flexibility with scheduling and improved service delivery at that location. By utilizing some of the hourly Page funds, this position can operate at 100% will have no fiscal impact for the Library's budget. Additionally, supervisory time can be refocused onto program development, rather than spent filling schedule holes. Again this action would be fiscally neutral by using salary savings from the current vacancies.

As the Library Assistant I classification already exists in the City's classification scheme, recreation of the Clerk Typist 2 position within the Library operating budget may be authorized directly by the Board of Estimates, according to Mayoral APM 2-4. Madison Public Library is able to fund this Library Assistant I position and the increase in FTE by combining the salary of the Clerk Typist 2 positions with some of the hourly Page funds available at the Lakeview Library. Therefore, I am recommending recreation of the Clerk Typist 2 position to Library Assistant I position within the Library budget, as outlined above. The necessary resolutions to implement these recommendations have been drafted.

Editor's Note:

Compensation Group/Range	2015 Annual Minimum (Step 1)	2015 Annual Maximum (Step 5)	2015 Annual Maximum +12% longevity
32/02	\$37,303	\$41,441	\$46,414
32/05	\$41,441	\$46,885	\$52,511

cc: Greg Mickells – Library Director
 Jane Jorgenson – Supervising Librarian (Lakeview)
 Marc Gartler – Supervising Librarian (Alicia Ashman)
 Greg Leifer – Labor Relations Manager