

TO: Personnel Board

FROM: Emaan Abdel-Halim, Human Resources

DATE: 11 December 2013

SUBJECT: Administrative Clerk I- Library (M. Penner)

At the request of Library Director Greg Mickells and Borrower Services Manager Margie Navarre Saaf, I conducted a position study of an Administrative Clerk I (#413; CG32-04) currently occupied by Mr. Mark Penner at the Central Library. Their request for this position to be reclassified as a Library Assistant I (CG32-05) due to changing library and customer service needs. Upon reviewing the position description and meeting with Ms. Navarre Saaf and the incumbent, Mr. Penner, I recommend reclassifying Mr. Penner to the level of Program Assistant I (CG32-06) for the reasons outlined in this memo.

Mr. Penner has worked for the Library in a variety of positions since the 1980s. In 2006, Mr. Penner promoted to an Administrative Clerk for Central Library – Lower Stacks; the position he currently holds. Within the Library’s Borrower Services, the Lower Stacks is the section responsible for all the materials coming into the building, including receipt of interlibrary deliveries and material returns. Mr. Penner is primarily responsible for this section and is in charge of tracking, packing, and coordinating all materials as they leave and enter the Central Library. In November 2011, the Central Library’s reconstruction project began and a majority of the library’s collection was moved to a storage facility on Stoughton Road. For the last two years, Mr. Penner was located at this offsite facility and oversaw 10-12 Library Pages that processed and shelved the incoming items; as well as managed the processes for gathering materials for delivery to other branches. During the time at the offsite facility, Mr. Penner conducted a major weeding of the stacks that removed old, unused, and damaged items from circulation. Since the new Central Library opened in September 2013, the Lower Stacks section has returned to the main building and continues to provide the circulation services mentioned above.

Additionally in January 2013, Central Library began implementing an RFID (radio frequency identification) program for security purposes and ease of checking out for all circulation materials. This RFID program will transition Madison Public Library from the barcode scanner system to an antenna system that quickly and automatically detects the item's RFID tag. Mr. Penner is the primary point of contact for the software company which manages the system and is the key liaison for communicating and troubleshooting problems/issues with the software. This program is already in place for the South Madison Branch, and in final stages with the Central Library. Given Mr. Penner’s direct oversight, direction and communication with the RFID program, he serves as the ad hoc expert and will be responsible for training branch staff with the eventual implementation at all nine branches.

Lastly, as Mr. Penner is highly connected to library collection maintenance activities, he is also a primary contact person for interdepartmental coordination. As other library branches are

seeking materials, he continues to provide high level of service to both internal and external customers. Essentially, Mr. Penner has integrated his understanding of varying individual needs and is able to effectively communicate how those needs may potentially impact other subsequent duties and library processes.

The analysis of this position study included a review of the class specification for Administrative Clerk I (see attached) which 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]

As well, the class specification for Program Assistant I (see attached) was reviewed to show:

...responsible **administrative support and advanced-level secretarial and/or programmatic work** in a City department, division or other independent program unit. Employees in this class perform ...such functions as office management; secretarial services to program head and professional staff; **programmatic recordkeeping and reporting; performance and/or coordination of specialized program functions**; and/or direct involvement in budget development and monitoring. ... Employees in this class work ...may **provide direction to limited numbers of permanent and/or non-permanent staff**. [emphasis added]

Upon completing the evaluation of Mr. Penner's current job duties, I've found the nature of his responsibilities, especially as related to the RFID system; is most in line with the advanced-level support for a specialized program function found in the Program Assistant classification. As the implementation of the RFID program is completed, Mr. Penner will have ongoing responsibilities for the implementation of software updates, troubleshooting and technical support to the branches. Additionally, he will maintain the coordination of all Central Library's circulation material receipts and deliveries. Lastly, the Program Assistant classification would also encompass the duties at the Library Assistant level. This would allow for Mr. Penner to be able to staff any of the five service desks at Central Library; allowing for more scheduling flexibility as needed.

The study compared Mr. Penner's work to similar Program Assistant positions in the City. For instance, the Program Assistant in Human Resources has complete program oversight for all the training opportunities provided to staff of City, County and other government agencies. This work involved a high level of interdepartmental coordination and ongoing, intricate tracking for City staff participation in training programs. Additionally, the Police Department's

Program Assistant oversees the creation and administration of the police hiring process for both commissioned and civilian employees. This work involves coordination and tracking of the large number of applicants for a highly involved and complex recruitment process. As the Program Assistant classification specifications states, "...the work requires exercising considerable judgment and discretion in the interpretation and application of policies and the development of operating systems and procedures." All the responsibilities of these positions are consistent with these expectations at the Program Assistant level.

Therefore, I am recommending recreation of Mr. Penner's Administrative Clerk I position to a Program Assistant I – Library position within the Library budget, and reallocating Mr. Penner to the new position. The necessary resolution to implement this recommendation has been drafted.

Editor's Note:

Compensation Group/Range	2014 Annual Minimum (Step 1)	2014 Annual Maximum (Step 5)	2014 Annual Maximum +12% longevity
32/04	\$40,030	\$45,205	\$50,622
32/05	\$41,117	\$46,518	\$52,104
32/06	\$42,564	\$47,834	\$53,586

cc: Greg Mickells – Library Director  
 Margie Navarre-Saaf – Borrower Services Manager  
 Greg Leifer – Labor Relations Manager