

TO: Finance Committee

FROM: Julie Trimbell, Human Resources Analyst

DATE: June 29, 2023

SUBJECT: Library Program Coordinator, Library

The Human Resources Department received a request from Library Director Greg Mickells to create a new 1.0 FTE position to supervise the hourly Library Security Monitor staff, create relationships with local social services agencies, and provide guidance to Library staff so they may better serve a wide range of patrons with varying needs and challenges.

Madison Public Library (MPL) has numerous hourly Library Security Monitors working in the Central, Hawthorne and Meadowridge Libraries who perform security, customer service and routine library tasks. Most of the positions work at the Central Library and report to a Librarian 3 who oversees a large number of Library staff members and is responsible for library operations. The recruitment and retention of Library Security Monitors has been a challenge over the years and MPL believes a dedicated supervisor who directly oversees Library Security Monitor onboarding, training and coaching will stabilize the workforce and also provide additional social services resources and training to other MPL staff to better support library users.

The work responsibilities for this new position will include:

- Participate on hiring panels for new Library Security Monitors;
- Schedule Library Security Monitors at Central Library;
- Onboard, train and coach Library Security Monitors on how to assess and manage unacceptable behaviors and policy violations by patrons;
- Develop restorative programming for banned patrons;
- Develop community partnerships for additional social services support and resources;
- Create a Peer Navigator Program to support patrons challenged to obtain basic needs;
- Develop and present related training to other MPL staff;
- Consult with MPL staff on challenging and unusual incidents;
- Serve as point of contact with public safety personnel;
- Serve on the MPL Safety Committee;
- Collect and analyze data;
- Identify and apply for grant funding opportunities;
- Maintain current knowledge of best practices, policies and procedures to address difficult patron incidents.
- Cover Library Security Monitor shift vacancies as needed.
- Patrol public areas of library, monitor activity and behavior, address policy violations, and provide social services resources to patrons;

In considering the creation of a new classification, the Library Program Coordinator (CG 18, Range 4) class specification was reviewed, which describes:

...responsible **professional** and administrative work in the **development**, promotion, **coordination, implementation**, and evaluation of **community** events, **programs and outreach activities** for Madison Public Library. The work involves responsibility for **identifying community needs, coordinating program development, and developing and maintaining community relations** and marketing activities. This work involves a **wide range of public contacts** and coordinative and procedural activities and is performed independently and collaboratively relative to determining the nature, timing and location of programming or outreach activities; **working with** presenters and **community partners; developing funding sources**; establishing promotional methods; and **interpreting, explaining and applying Library policy, strategic initiatives and procedures**. The work often involves operational situations that require **immediate action and decision-making**, coordination of multiple tasks, **collaboration with other units inside and outside the agency and maintenance of high standards of customer service**. Under general supervision of the Library Community Services Manager, work involves the exercise of independent judgment and initiative in management of programs and activities of the Madison Public Library. [emphasis added]

There are many commonalities between this classification and the new position including outreach to patrons, program development, developing funding sources, internal and external collaboration, immediate action and decision-making, and interpreting, explaining and applying Library policy, strategic initiatives and procedures. Although this classification does not specifically include supervisory responsibility, there are other classifications at lower salary ranges who do supervise, so that factor does not affect the classification determination of the new position. Some minor modifications to the class specification highlighting the new work responsibilities and reporting structure will align the work further.

MPL intends to fund the new position using the hourly budget funds from vacant Library Security Monitor positions.

As the Library Program Coordinator classification already exists in the City’s classification scheme, the creation of this new 1.0 FTE position may be authorized directly by the Finance Committee, according to Mayoral APM 2-4. Therefore, I recommend a new 1.0 FTE position be created as a Library Program Coordinator in CG 18-4, within the Library operating budget.

The necessary resolutions to implement this recommendation has been drafted.

Editor’s Note:

Compensation Group/Range	2023 Annual Minimum (Step 1)	2023 Annual Maximum (Step 5)	2023 Annual Maximum +12% longevity
18/04	\$59,245	\$68,320	\$76,519

cc: Greg Mickells – Library Director
Krissy Wick – Library Associate Director
Michael Spelman – Librarian 3
Neil Rainford - Employee Association Representative