TO: Personnel Board

FROM: Julie Trimbell, Human Resources Analyst

DATE: May 4, 2023

SUBJECT: Library Computer Specialist/Technician, Library

At the request of Library Director Greg Mickells, I have studied the 1.0 FTE position (#3802) of Library Computer Specialist 1 (CG33, Range 1), currently occupied by Patrick Garvey, and the 1.0 FTE position (#4183) of Library Computer Technician (CG32, Range 5), currently filled by Lucas Schneider, to determine if the positions are properly classified based on the current job responsibilities assigned to them. Based on meetings with Lucas, Patrick, their supervisor Library Facilities Manager Mark Benno and Information Technology Director Sarah Edgerton, and reviews of the position descriptions and other positions/classifications within the City, I recommend the following actions:

- Create a new classification series of Library IT Specialist 1-3 in CG33, Ranges 2, 3 and 4, respectively.
- Recreate position #3802 as a Library IT Specialist 3 in CG33, Range 4.
- Reallocate Garvey to the new Library IT Specialist 3 position.
- Recreate position #4183 as a Library IT Specialist 2 in CG33, Range 3.

The Madison Public Library (MPL) works under a dual network system, which includes the City's network and that of the South Central Library System (SCLS). The City's Information Technology (IT) Department also provides computers, email services, cameras and phone services for MPL staff. SCLS, which is a consortium of 52 different libraries in the region, provides Wi-Fi service and other equipment mostly for library users. Both entities provide support to MPL as needed, however MPL IT staff are on-site and serve as the first line of support to troubleshoot any issues and to coordinate additional technical services that may be needed from these partner agencies. Both of these MPL IT staff members are responsible for managing MPL's internal equipment and systems as well as the following responsibilities:

- Maintain MPL technology infrastructure;
- Install plug ins, patches, and extensions as needed;
- Troubleshoot equipment and systems;
- Research and propose new technology;
- Co-manage budget;
- Coordinate procurement of new/replaced technology and recycle old equipment;
- Coordinate with and review work of vendors;
- Analyze usage data and report out;
- Provide training to staff and create related documentation;
- Meet with other MPL staff as needed;
- Maintain an equity focus in all work.

The Library Computer Specialist 1 and Library Computer Technician divide the submitted work orders based on their areas of strength/interest and generally work independently, but will work together when there are questions or need for collaboration. According to Mark, the Library Computer Specialist 1 position has been serving in the capacity of an "IT Director" for MPL and serves as a leadworker to the Library Computer Technician position. The Library Computer Specialist 1 position also has responsible for the following:

- Coordinate efforts between City IT, SCLS and MPL IT.
- Strategize technology for MPL;
- Advocate for new end user technology needs;
- Perform analyses and identify problems/resolutions;
- Manage new projects;
- Monitor day-to-day budget;
- Research and write grants for IT initiatives;
- Obtain and manage project management software;
- Serve as the primary liaison to the City's IT Department;
- Serve as the primary liaison with SCLS and serve on the SCLS Technology Committee with voting rights;
- Establish and coordinate with MPL technology liaisons at each library;
- Coordinate RFP processes, serve as main contact to vendors and coordinate site visits.
- Participate in new development meetings and provide specifications, maps, etc.
- Develop policies;
- Analyze security compliance and perform risk assessment.
- Provide guidance and leadership to Library Computer Technician.

This work is similar to that of an IT Specialist 3 (CG 18, Range 10), which describes:

> …**advanced-level** professional work in the development or support of automated management information systems. This level is characterized by **responsibility for the development and implementation of automated systems and major system components** or the development and implementation of support systems and programs, as assigned. Work may involve some **leadership responsibility** on specific projects, as assigned… [emphasis added]

The Library Computer Technician provides professional IT work with a focus on work order tickets. In addition to the previously listed duties, this position also has responsibility for the following:

- Maintain the MPL inventory database, which includes 2,300 items;
- Participate in on-site visits with vendors;
- Serves as lead on specific projects;
- Writes some programs to automate and improve routine processes;
- Perform data aggregation/visualization services;
- Assist Library Computer Specialist as needed.

This work is similar to that of an IT Specialist 2 (CG 18, Range 8), which describes:

…**objective level** professional work in the development or support of automated management information systems. This work is characterized by the **independent application of professional skills in providing standardized developmental or support activities**, and/or serving as a contributing member on more diverse team efforts. [emphasis added]

Most City agencies do not have their own IT staff and instead rely on the services of the IT Department for their needs. Of the agencies who do have their own IT staff, these similar positions were reviewed in terms of job responsibilities:

- The Monona Terrace Community & Convention Center an IT Specialist 3 (CG18, R10) who is primarily responsible for ensuring all technical operating systems and over 15 network servers are optimally functioning to provide the highest quality of services to Monona Terrace's customers and clients. This position addresses the technological needs of the convention center's clients, which includes sophisticated and complex systems. Clients will bring in their own specialized equipment and the IT Specialist will develop ways to integrate into their systems.
- The Madison Fire Department also has an IT Specialist 3 (CG18, R10) who develops and supports automated management information systems, focused primarily on business analyses and project leadership. The responsibilities of this position include using business process analysis practices to translate customer business needs into information systems and/or technical solutions, developing project plans including timeline and risk factors, coordinating resources within the Information Technology Department, ensuring compliance with City Information Technology policies and procedures and best practices, and developing and implementing support systems and programs, as assigned.

These positions function similarly for agencies as the Library Computer Specialist does for MPL. The level of work performed by both positions was reviewed with Sarah Edgerton, who confirms the work is consistent with the IT Specialist 3 and 2 levels, respectively. As MPL has a professional compensation group, the creation of a Library IT Specialist series in CG33 at similar pay levels is appropriate. This is consistent with IT positions in Metro Transit, which fall under their professional compensation group, CG 44.

Based on the prior analysis, I recommend creating a new classification series of Library IT Specialist 1-3 in CG33, Ranges 2, 3 and 4, respectively. I recommend recreating position #3802 as a Library IT Specialist 3 in CG 33, Range 4, and position #4183 as a Library IT Specialist 2 in CG 33, Range 3. I also recommend reallocating Garvey to the new Library IT Specialist 3 position. However as the Personnel Rules consider reclassification from one compensation group to another to be not logical, the recreated position #4183 will need to be posted to the Library for internal competition. The employee will continue to underfill #4183 as a Library Computer Technician until the conclusion of an internal competitive process.

The necessary resolutions to implement this recommendation has been drafted.

Editor's Note:

Effective Date: 10/30/2022

Compensation Group/Range	2023 Annual Minimum (Step 1)	2023 Annual Maximum (Step 5)	2023 Annual Maximum +12% longevity
32/05	$49,592	$56,107	$62,840
33/01	$59,206	$68,278	$76,472
33/02	$62,947	$74,115	$83,009
33/03	$68,278	$81,021	$90,743
33/04	$74,162	$89,130	$99,825
18/08	$68,320	$81,073	$90,802
18/10	$74,162	$89,130	$99,825

cc: Greg Mickells – Library Director
       Mark Benno – Library Facilities Manager
       Kurt Rose - Employee and Labor Relations Manager
       Neil Rainford - Employee Association Representative