

TO: Personnel Board

FROM: Julie Trimbell, Human Resources Analyst

DATE: April 17, 2015

SUBJECT: Library Administrative Services Manager - Library

Library Director Greg Mickells has requested a study of the Library Administrative Services Manager position, #414, in CG18, Range 10, which is currently filled by Mr. Mark Benno. Since the time Mr. Benno was hired, the Madison Public Library has changed significantly in various aspects, many of which have also changed the responsibilities associated with this position. After reviewing the position description submitted and conducting interviews with Mr. Mickells and Mr. Benno, I am recommending the following:

- Create a new classification of Library Facilities Manager with placement in CG18, Range 12.
- Recreate the current Library Administrative Services Manager position #414 as a Library Facilities Manager in CG18, Range 12.
- Reallocate the incumbent, Mark Benno, in position #414 to the new position.
- Delete the classification of Library Administrative Services Manager classification in CG18, Range 10.

Mr. Benno was hired as a Library Administrative Services Manager in August of 2004. He is responsible for collaboratively developing facilities and directing the programs and staff involved in improving and maintaining library facilities in order to meet the library's customer service goals. He currently supervises 18 positions, including maintenance, custodial, administrative, press operation, planning and computer services staff. He has full responsibility for the capital budget process at the Library, which is \$1.2 million dollars for the current year. This amount can fluctuate significantly from year to year depending upon the extent of capital projects; for instance the projection for 2016 is over \$11 million.

Over the past 10 years, the Library has changed significantly. With respect to this position specifically, not only have the number of library facilities increased, but so have the number of facilities which the library owns versus leases. The responsibilities of owning facilities are more complex than those of leasing facilities where the landlord carries much more responsibility for building issues. Ownership requires all building maintenance and security, and grounds work including snow removal and landscaping to be performed by Library staff, or be contracted out. Several of the facilities have either had improvements made to them or been developed, such as the Central Library, which opened in 2013.

The new Central Library itself has generated a significant increase in the number of events held and the services provided. In 2014 alone, there were approximately 500 events held at the Central Library, whereas in prior years around 50 events were more likely. With events such as weddings, the logistics of planning and coordination has become more complex. The Central Library also has an on-site café and contracts with caterers to accommodate customers and patrons. Mr. Benno has involvement with contract negotiation, monitoring compliance, as well

as additional equipment maintenance. He also has contract responsibility for HVAC preventative maintenance, fire systems, security and elevators.

The Central Library achieved LEED (Leadership in Energy and Environmental Design) Gold certification in July 2014 through its design standards. Mr. Benno is responsible for ensuring that all work performed on this building remains at the level of this certification.

Mr. Benno has responsibility for a variety of other areas as well. He oversees a fleet of three vehicles for the Library, which includes vehicle purchase, maintenance and driver training. He is designated as the Records Custodian for the Madison Public Library. He is the primary contact for emergency management for after hours emergencies and coordinating emergency management. He also serves as the Library's Supervisor in Charge on occasion throughout the year. Although each of these responsibilities in and of themselves does not require a significant amount of time, they do add to the scope of this position.

In reviewing other classifications within the City for comparison purposes, I considered the recently deleted classification of Building Maintenance and Technical Supervisor (CG 18, Range 10) at Monona Terrace. This classification is similar in terms of duties and responsibilities such as building and facility maintenance, audio/visual technology, information technology and LEED certification, however it lacks numerous other aspects such as event management, fleet management, security/emergency management, and the coordination of services at multiple locations citywide. Many of these other duties are performed by other staff members at Monona Terrace. In addition, the Building Maintenance and Technical Supervisor was only responsible for one building whereas Mr. Benno has numerous facilities under his purview. Due to these differences and the complexity of managing facilities at multiple sites citywide, I feel the Library Facilities Manager classification should be placed at a higher range.

The classification of Parks Facilities Maintenance Supervisor (CG 18, Range 10) was also reviewed. This classification performs highly responsible skilled supervisory and technical work involving the planning, design, installation, maintenance, and repair of Parks Division recreational facilities and buildings. The work involves assigning and directing unskilled, semi-skilled and journey-level workers in the construction, repair and maintenance of buildings, building mechanical equipment, and parks and recreation facilities and equipment. Although this work is performed citywide in numerous park facilities, such as golf club houses, pump houses, maintenance buildings, restrooms, concession areas, and shelters, the budgetary responsibilities do not include developing the Capital budget, but simply recommending items/projects be included in the Capital and Operating budgets. In addition, this classification does not oversee the variety of staff and other responsibilities that Mr. Benno does. Therefore, I also believe this classification functions at a lower level than that of the Library Facilities Manager.

Two other classifications reviewed are the Fire Administrative Services Manager and Police Administrative Services Manager, both in CG 18, Range 12. These classifications include responsible professional, administrative and supervisory work within their respective departments. They provide professional staff support in the development, analysis and administration of the department's budget and departmental programs, operations, and functions and in the coordination of grant application and administration activities. They provide expertise in the areas of budget, program and staff analysis, grant management, management information,

and administrative support. The Library Administrative Services Manager functions at a similar level for the Library with a somewhat less intense focus on the overall budget and administration, but with a much broader scope of duties overall to include facilities management and planning. Although these classifications are not an exact match, they appear to be the most comparable in terms of the level of responsibility.

Based on the previously outlined analysis, I recommend that a new classification of Library Facilities Manager be created with placement in CG18, Range 12. A new title is being recommended to more accurately describe the main focus of responsibility which is over facilities as opposed to administration. The new classification is appropriate for the responsibilities of position #414. Therefore, position #414 of Library Administrative Services Manager should be recreated as Library Facilities Manager, with the incumbent reallocated to the new position.

The necessary Resolution has been prepared to implement this recommendation.

Editor’s Note:

Compensation Group/Range	2015 Annual Minimum (Step 1)	2015 Annual Maximum (Step 5)	2015 Annual Maximum +12% longevity
18/10	\$61,674	\$74,121	\$83,015
18/12	\$67,421	\$81,395	\$91,163

cc: Greg Mickells - Library Director
 Mark Benno – Library Administrative Services Manager