



**Rebecca Grill**  
City Administrator  
City Administration Office  
414.302.8294  
rgrill@westalliswi.gov

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**MEMORANDUM**

TO: Administration & Finance Committee  
FROM: Rebecca Grill, City Administrator *RG*  
RE: Department Request to Fill Vacant Position  
DATE: May 25, 2017

Attached is Mike Koszalka's request to fill the vacant position of Circulation Services Representative at the Public Library.

According to our continuing procedure, these requests are formally referred to the Administration & Finance Committee for consideration through its normal Council/Committee referral process.

If you have any questions concerning this request, please contact me.

RG:jfw

cc: Mayor  
HR Dept.  
Mike Koszalka

ADM\Vacpos\VACPOSREQ LibCircSrvcRep 060617



**PUBLIC  
LIBRARY**  
7421 West National Avenue  
West Allis, Wisconsin 53214  
www.westalliswi.gov

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**RECEIVED**

May 15, 2017

MAY 12 2017

Rebecca Grill  
West Allis City Administrator  
City Hall  
West Allis, Wisconsin 53214

**CITY OF WEST ALLIS  
CAO**

Dear Ms. Grill:

I respectfully request that the Administration and Finance Committee give its approval to fill the full-time Circulation Services Representative position at the Public Library. The full time budgeted position became vacant on 5/12/17.

Attached is the completed form required to begin the replacement process.

Thank you for your consideration.

Sincerely,

Michael Koszalka  
Library Director



# Request to Fill Position

Submit this form, a memorandum and current position description to the City Administrator for review and submittal to the Administration and Finance Committee. To ensure adequate time for review, submit the Friday prior to the Council Agenda Deadline day.

Department/Division: Library \_\_\_ Position Title: Circulation Services Representative \_\_\_\_\_

Reason for Request:  New Position OR  Replacement to Staff - Date of Vacancy: \_\_\_/\_\_\_/20\_\_\_

Person Replaced: Laura Pfeifer \_\_\_\_\_

Position Status:  Full-time  Part-time AND  Regular  Temporary  Provisional  Special  Other

If other than Full-time or Regular, indicate work schedule (hours per week, days to be worked, etc.) and anticipated duration of employment: \_\_\_\_\_

Funding Source:  Operating  Grant  Other: \_\_\_\_\_

Anticipated Date for Filling Position: \_\_\_/\_\_\_/20\_\_\_

Is the position required for fiduciary, legal or compliance requirements?  No  Yes, describe: \_\_\_\_\_

Why is it necessary that this position be filled? What operational needs does this position fulfill? \_\_\_\_\_

**In terms of circulation, the West Allis Public Library is one of the busiest libraries in the county (approximately 620,000 items were circulated during 2016). This position is necessary if we are to maintain the public hours established by the Library Board.**

**This position performs Circulation Desk tasks involving the checking out of library materials. Processes holds and provides basic customer service (circulation related) to library users. Collects fines and payments for lost and damaged materials. Works a portion of time on clerical duties in support of the Circulation Department. Answers phone calls and provides general information to library patrons.**

What will be the impacts on service functions to the public if the position is not filled? \_\_\_\_\_

**If this position is not filled and no substitute called in, front line customer service would be strained. Library patrons would have an increased "wait" time for basic services (new library card, paying a fee or fine, check-out, etc.). Current schedule of hours and staffing patterns could not be maintained. Other Circulation staff would have to work more hours, including overtime.**

What will be the impacts on service to city staff if the position is not filled? \_\_\_\_\_

**Reassignment of duties which would result in other clerical staff postponing some of their own duties and responsibilities.**

What reorganization possibilities have been considered, such as elimination of the position or combining duties with other existing positions? (If none, provide rationale.) \_\_\_\_\_

**None. This position is needed to keep the Circulation desk staffed and the necessary clerical duties completed.**

How has this vacancy/need been covered so far? \_\_\_\_\_

**Other Circulation desk/staff members will pick up extra hours at the Circulation desk. Clerical duties will be covered by other staff.** \_\_\_\_\_

How many other similar positions exist in this department? \_\_\_\_\_

**This is one of two FT Library Circulation Services Representative positions.  
Total departmental positions: 3 FT, 2.5 PT, 1.1 FTE provisional hours.**

Requestor Information

Please Print: Michael Koszalka Library Director Library  
Name Title Department

Signature/Date: *Michael Koszalka* 05/12/2017

Attached:  Memorandum  Current Position Description



## LIBRARY CIRCULATION SERVICES REPRESENTATIVE

JOB SUMMARY: This is primarily public contact and varied clerical work of average complexity in a Library setting.

NATURE OF THE WORK: An employee in this classification serves as a primary point of contact for Library customers and strives to fulfill their needs to ensure customer satisfaction. Customer service needs can vary considerably. The work is performed in a helpful, willing, and cooperative manner in accordance with well-defined standards, procedures, and policies. Work is subject to frequent review by a supervisor through observation of performance and results; however, an employee may work independently on certain tasks.

DUTIES: A Library Circulation Services Representative interacts with customers to provide information in response to inquiries about circulation services and/or account status and works to resolve problems by providing solutions in accordance with established Library guidelines. Typical duties include, but are not limited to: assists patrons in the use of circulation-related Library automation; issues and receives Library materials via a computer terminal; processes holds; computes and collects fines on overdue materials; reconciles daily cash register receipts/drawers; updates customer account information as necessary; operates various modern office equipment and applicable software/database programs; types a variety of letters, forms, and other materials; responds promptly to customer inquiries; resolves customer complaints delivering quality, personalized solutions; answers telephones with responsibility of providing requested information in accordance with instructions and/or channels calls to designated resources for appropriate action; records details of inquiries, comments, complaints and action taken; prepares notices and collection letters to borrowers; sorts and routes mail and other Library materials; inspects incoming materials for damage and prepares notices of damages; compiles a variety of data from Library records and files for reports and correspondence; prepares documents for digital scanning and performs scanning; maintains information kiosks; files subscription services; supports initiatives such as strategic planning, LEAN, and innovation; maintains prompt, predictable, and regular physical attendance; provides truthful and accurate written and verbal communications; maintains the ability to competently and credibly testify in court; performs other duties as assigned.

DESIRABLE KNOWLEDGE, SKILLS AND ABILITIES: ability to establish and maintain effective working relationships with a diverse population of people with varied academic, cultural, and socio-economic backgrounds using tact, diplomacy and courtesy, including, but not limited to, managers, employees and Library patrons; good skill in listening; good skill in problem analysis and problem-solving; good written and verbal communication skills; ability to organize facts and ideas, and to prepare written or verbal reports; some knowledge of Library functions; ability to learn Library and clerical tasks of a detailed nature; good knowledge of grammar, punctuation, spelling and arithmetic; ability to write legibly; ability to file in correct alphabetical or numerical order; ability to promote innovation, operational excellence and continuous improvement; possess the emotional intelligence to effectively perform the duties of the position good knowledge of modern office practices and procedures; skill in the use of modern office equipment and software.

### MINIMUM REQUIREMENTS:

High school graduate/equivalent, preferably in a commercial course.

Some recent paid customer service, clerical and cash handling work experience; recent Library related work experience or coursework desirable.

The ability to type/keyboard from copy at a minimum rate of 35 wpm.

Competent in the use of office computers and software, including, but not limited to, Windows and Microsoft Office Applications (Word, PowerPoint, Outlook, and Calendaring) etc. and other modern office equipment.

Completion of National Incident Management System (NIMS) training, ICS-100 and Independent Study-700, within 6 months of appointment.

Good written and verbal communication skills, including solid listening and problem-solving skills.

Physical Job Demands: Possess the physical capacity to perform the duties of the position, including, but not limited to, continuous lifting, carrying, and pushing/pulling up to 50 pounds; frequent standing, walking, sitting, bending, and stooping; occasional pushing/pulling of greater than 50 pounds; ability to continuously focus for long periods of time on projects or while working on computers; ability to occasionally reach and climb; ability to use a step stool and/or work from a step ladder; and the ability to frequently kneel, twist, stretch, squat, etc.

Reference Chart:

|              |                      |
|--------------|----------------------|
| Continuous   | 67 – 100% of workday |
| Frequent     | 34 – 66% of workday  |
| Occasionally | 1 - 33% of workday   |

Ability to withstand exposure to variable odors, cleaning products, and dust.

This position description has been prepared to assist in defining job responsibilities, physical demands, and skills needed. It is not intended as a complete list of job duties, responsibilities, and/or essential functions. This description is not intended to limit or modify the right of any supervisor to assign, direct, and control the work of employees under supervision. The City retains and reserves any or all rights to change, modify, amend, add to or delete from, any section of this document as it deems, in its judgment, to be proper.

I understand this position description may be changed, modified, and/or amended at any time throughout the duration of my employment.

CITY OF WEST ALLIS

Revised March, 2017

Approved

\_\_\_\_\_

Department Head

\_\_\_\_\_

Date

Approved

\_\_\_\_\_

Employee

\_\_\_\_\_

Date