



City Administrative Office
administration@westalliswi.gov
414.302.8292

MEMORANDUM

TO: Administration & Finance Committee
FROM: Rebecca Grill, City Administrator *rg*
RE: Department Request to Fill Upcoming Vacant Position
DATE: April 11, 2019

Attached is Mike Koszalka's request to fill a part-time Librarian position 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 Librn 041619



Michael Koszalka
Director
West Allis Public Library
mkoszalka@westalliswi.gov
414.302.8534

April 2, 2019

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

Dear Ms. Grill:

I respectfully request that the Administration and Finance Committee give its approval to fill the part-time Librarian position at the Public Library. The part time budgeted position will become vacant on April 5, 2019.

Attached are the completed forms 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 via email 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: Librarian

Reason for Request: New Position OR

Replacement to Staff - Date of Vacancy: 4/5/2019 Person Replaced: Melissa Sylla

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: ASAP

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? Librarians assist the Head of Adult Reference in the materials selection process and with maintaining the adult materials collection. This position will share Sunday Librarian-in-Charge duties with another .5 Librarian. This will allow the library to staff the Adult Information Desk with a professional librarian every Sunday.

What will be the impacts on service functions to the public if the position is not filled? Maintaining a staffing level of the Adult Reference Desk that includes a professional librarian is very difficult. Collection development (ordering/weeding) begins to slow without librarians to select and order new materials, and we are not able to keep the collection current. Items will not be available in our collections for patrons to check out. Programming for the public will also become difficult to maintain.

What will be the impacts on service to city staff if the position is not filled? The Reference and Circulation Supervisor, the Children's Librarians, the Head of Cataloging, and other full time librarians will all pick up additional shifts at the Reference Desk, which impacts on their other duties and goals. This will provide efficient, flexible staffing at a lower cost.

What reorganization possibilities have been considered, such as elimination of the position or combining duties with other existing positions? (If none, provide rationale.) None. To remain open on Sundays the Library needs a Librarian-in-Charge in the building, and this part-time position is most cost effective.

How has this vacancy/need been covered so far? Provisional library assistants and full-time librarians will be covering the Saturday and weekday hours. Full-time librarians will be covering the Sunday hours.

How many other similar positions exist in this department? One other .5 Librarian position exists

Requestor Information

Name: Michael Koszalka Title: Director Department: Library

Signature: Michael Koszalka Date: April 3, 2019

Attached: Memorandum Current JDQ

Job Description Questionnaire

The purpose of the Job Description Questionnaire (JDQ) is to provide the information necessary to evaluate jobs for salary placement, classify jobs for various legal requirements, and to compile appropriate job descriptions.

Please read this JDQ carefully before answering any of the questions and then complete it as accurately, completely, and briefly as possible. While it is not necessary to describe each duty in great detail, it is important to provide sufficient information so the job can be accurately evaluated and classified. Keep in mind that *the purpose of the JDQ is to collect information about the job and is not designed to evaluate employee performance.*

Consider the typical responsibilities of the job; even those that might only occur cyclically (e.g. annually, quarterly, etc.). The responses should be based on duties and responsibilities that are part of the job under typical conditions, not special projects or temporary assignments. Further, unless specifically directed by management, describe the job as it is today, not as you believe it should be or what it might be in the future.

SECTION 1		DEMOGRAPHIC INFORMATION	
Employee Name	Melissa Sylla	Employer Name	West Allis Public Library
Job Title	Librarian	Work Location	West Allis Public Library
Department	Reference	Division	
Full-Time / Part-Time	Part-time	Part-Time (Hrs per Wk)	20
Supervisor Name	Michael Koszalka/Emily Rutter	Supervisor Title	Director/Supervisor of Adult Services

SECTION 2

DESCRIPTION OF ESSENTIAL DUTIES & RESPONSIBILITIES

Identify the essential duties / responsibilities of your job, which should be the most important aspects of the job. This section is focused on WHAT is done rather than HOW it is done. Use wording that will provide as clear an understanding as possible for someone not familiar with your work. Avoid terminology or acronyms that are not widely known outside of your line of work. Please list those duties that you feel are most important at the top of the list, and list the estimated percentage of the total annual time that each item takes. (*Remember, as a rule-of-thumb, that 10% equates to roughly 200 hours of a work year.*) To the extent possible, try to identify those duties and responsibilities that account for as close to 100% of your work time as possible. While catch-all categories are acceptable (e.g. misc. duties, other duties as assigned, etc.), those sections will likely NOT be evaluated.

Frequency Codes: Daily [D] / Weekly [W] / Bi-Weekly [B] / Monthly [M] / Quarterly [Q] / Annually [A] / As Needed [N]

Primary Duties

Primary Duties	Frequency	% of Annual Total Time
Informational Reference Services: supply general information at the adult reference desk in person and on telephone and, occasionally, on the children's desk	D	15
Maintain collection: review print and online sources and purchase print books as well as evaluating books for withdrawal in specified sections	W	20
Patron Assistance: provide patrons tutorial education in use of their own devices: laptops, phones, tablets, and other items of technology	D	5
Adult Programming: plan, promote, and otherwise facilitate programs of adult interest: educational, computer classes, entertainment	M	10
Reader's Advisory Services: provide and educate patrons on library services (print, database and other resources)	D	10
Holds: assist patrons in managing their materials: placing materials on hold, checking account status, etc. as well as searching for hard-to-find items and unfilled holds	D	10
Database Management: support internal data management by generating lists for use in collection development and database maintenance	W	10
Inter Library Loan Program: oversee and track items borrowed from outside Milwaukee County	D	4
Tax Forms: order, maintain and organize federal and state tax forms for public distribution	A	1
Adult Book Club: support local book club by securing multiple copies of selected titles and serving as contact person for new members	M	1
Troubleshoot Technology: work with patrons in resolution of issues on public access computers	D	10
Master Lists: monitor lists generated in CountyCat for items at our library and maintain for compliance with centralized system (example: Stale Holds)	W	2

Librarian-In-Charge: assume authority as person in charge, troubleshooting problem situations and filing reports as necessary	N	1
Roving Reference: participate in monitoring library by walking entire patron area, providing assistance to patrons as well as to provide professional presence throughout library to discourage inappropriate behavior (example: theft)	W	1

SECTION 3

TOOLS AND TECHNOLOGY

Identify any software, technology, equipment or machinery utilized on a regular basis in order to perform the functions of the job:

Hardware: PCs (Personal Computer) , telephone, Digital Library Assistant (3M DLA), photocopiers, microfilm reading machines, barcode and ISBN scanners

Software: Sierra (Integrated Library Management), CountyCat (Online Public Access Catalog), SAM (Smart Access Manager for public computer usage), Microsoft Word, Excel, Outlook, Publisher

SECTION 4

JUDGMENTS / DECISION-MAKING

Identify at least five of the most typical judgments/decisions that you make in performing your job as well as the solutions to these problems. Please also describe the resource, input or guidance others provide in arriving at your decision and who reviews, if anyone.

Typical Problems / Challenges	Possible Solution(s) to Problem/Challenge	Resources Available and/or Used	Job Title of Who Reviews
Evaluating books for possible discarding from the collection due to condition or content	Book is discarded, repaired or returned to service	Library catalog used to determine item use history and Core Collection consulted for overall collection balance and inclusion	Supervisor of Adult Services
Purchasing new or evaluating books for a balanced collection within budgetary compliance	Provision of current and relevant resources for patron community	Professional journals, patron suggestions	Supervisor of Adult Services
Balancing time at desk with responsibilities conducted off desk	Work in organized and efficient fashion, prioritizing and pivoting between tasks as appropriate	Use software tools to stay organized and focused on task at hand	Supervisor of Adult Services

Dealing with challenging patrons/situations, either at desk or as Librarian In Charge	Remain calm, listen attentively and enforce protocol as appropriate	Library policy and common sense and judgment	Supervisor of Adult Services /Library Director
Conducting reference interviews that balance patron privacy with the need for pertinent information in order to provide service	The provision of expected library service to the patron	Communication skills, especially listening, adherence to established principles of effective librarianship	Supervisor of Adult Services
Deciding appropriate amount of time and level of priority to allocate to patron needs/ requests depending on resources available	Strive for providing the best possible patron experience even when resources (personnel, technology) are limited: example, when library is busy	Ability to pivot between patrons with a balanced and respectful acknowledgment of needs	Supervisor of Adult Services
Deciding type and appropriateness of intervention when the behavior of specific patrons interfere with other patrons' comfort level in our public spaces	Maintain awareness that all patrons are entitled to the use of our library spaces and resources in order to handle conflicting behavior with empathy, diplomacy and respect on situational basis	Keep calm and apply common sense in order to provide balance between conflicting public behavior	Supervisor of Adult Services/Library Director

SECTION 5

WORKING RELATIONSHIPS / INTERACTIONS / CONTACTS

Please identify your typical work relationships with other persons inside or outside of your own organization.

Title of Individuals With Whom You Typically Interact	Describe the Interaction	Why Was It Necessary?
Reference Librarians/Library Assistants	Sharing of expertise and support of mutual projects as well as sharing responsibilities while staffing the public information desk	We are a team so working collaboratively is essential the provision of effective library services
Library Patrons	Assistance and support of their information needs	Providing library services to our patrons is our mission
Circulation/Workroom staff	Work collaboratively in hold management and retrieval and other aspects of material handling	Location of requested items provides service to our patrons
Library Technician	Compile lists used for identifying items that need Technical Service attention	Keeping items accurately reflected in catalog and on shelf provides efficient library services
Individuals from outside our library	Interact with professional staff from other libraries via meetings and email: example facilitators of centralized	Provision of extended library services to patrons

	programs like Inter Library Loan, solicitation of presenters for adult programming efforts, etc.	
Security Personal	Work collaboratively with security employee in preventing and intervening in problematic situations	Inclusive public spaces sometimes create situations that require intervention when individuals display behavior that becomes problematic to other patrons/staff

SECTION 6 SUPERVISION / MANAGEMENT			
Please indicate the type of responsibility you have as it pertains to leading others.			
	Area of Action / Responsibility	Yes	No
	Screen / Interview Applicants		X
	Hire / Promote Employees		X
	Provide Written/Verbal Warnings		X
	Suspend Employees		X
	Terminate Employees		X
	Prepare Work Schedules For Others		X
	Project Management: Exemplified by taking responsibility for specific projects/programs: tax forms, Interlibrary Loan Services, Book Club support, Stale Holds lists		X
	Provide Work Direction For Others		X
	Evaluate Performance Of Others		X
	Counsel Employees		X
	Train Employees (As Part Of The Normal Duties Of The Job): train personnel in Create Lists module of CountyCat		X
	Approve Overtime		X
	Approve Time Off Request For Others		X
	Develop / Implement Policies		X
	Do you <u>directly</u> supervise any employees? <i>If yes, please list the number of FTEs and job titles of those employees below:</i>		n/a
Job Title			# of FTEs

SECTION 7

WORK ENVIRONMENT / PHYSICAL REQUIREMENTS

Please indicate the amount of time typically spent in the following categories.

Physical Requirements	[Place an "X" in the appropriate cells]			
	N/A	Rarely	Occasionally	Frequently
Carrying/Lifting 10 - 40 Pounds				X
Carrying/Lifting > 40 Pounds			X	
Sitting				
Standing / Walking / Climbing				X
Squatting/Crouching/Kneeling/Bending				X
Pushing / Pulling / Reaching Above Shoulder			X	
Work Environment				
Indoor/Office Work Environment	N/A	Rarely	Occasionally	Frequently
Noise >85dB (e.g. mower, heavy traffic, milling machine, etc.)	X			X
Extreme Hot/Cold Temperatures (>90 degrees / <40 degrees)	X			
Outdoor Weather Conditions	X			
Hazardous Fumes or Odors / Toxic Chemicals	X			
Confined Spaces (as identified by OSHA)	X			
Close Proximity to Moving Machinery / Equipment	X			
Bodily Fluids / Communicable Diseases		X		
Working Alongside Moving Traffic on Roads	X			
Electrical Hazards	X			

SECTION 8

ADDITIONAL EMPLOYEE COMMENTS

Please identify any other information that would help someone else understand your job more clearly:

Working at the public library reference desk can be stressful, particularly when the library is busy. The ability to manage lines of patrons while also answering phone calls and assisting patrons at the public computers is a skill that is crucial to effective patron service. That ability requires flexibility, patience, tolerance, diplomacy, empathy, nimbleness and a sense of humor in order to deal with patrons presenting a wide disparity in education, background, skill capacity and mental ability. Additionally, familiarity with other civic organizations and procedures is expected from personnel at the reference desk, for example: voting and election information, tax form availability and tax assistance programs, job placement services and other tools for job-seekers, etc. General knowledge on a wide variety of subjects in both traditional topics and current events is also useful when conducting reference interviews and for framing information dispersal. Finally, it is imperative to maintain a positive attitude and be approachable, mindful that every transaction, whether with patron or staff, is an opportunity for growth and enlightenment for all involved.

Additionally, tasks included in the contents of this questionnaire vary between those of us who share a job title and responsibilities (Librarian 1) but whose areas of expertise and familiarity result in fluctuations in time percentage allotment and specific assignments.

TO BE COMPLETED BY THE EMPLOYEE'S SUPERVISOR

SECTION 9

SUPERVISOR INFORMATION

Supervisor Name	Michael Koszalka	Supervisor Title	Director
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SECTION 10

EDUCATION REQUIRED FOR HIRE

Level of Education (Select one with an "X")	Field(s) of Study
Less than High School Education	n/a
High School Education (or Equivalent)	
One Year Certificate (or Equivalent)	
Associate's Degree (or Equivalent)	
Bachelor's Degree	
Master's Degree	X
Professional Degree (Law, Medicine, etc.)	
PhD w/ Dissertation	
Other:	

Provide Any Additional Information Regarding the Required Education (e.g. preferred vs. required, specific coursework, etc.):

Master's Degree in Library Information Science from an ALA accredited institution

SECTION 11

TOTAL EXPERIENCE REQUIRED UPON HIRE

[Place an "X" in the appropriate cells]							
No Experience	< 2 yr.	2 to 3 yrs.	4 to 5 yrs.	6 to 7 yrs.	8 to 9 yrs.	10 to 11 yrs.	≥ 12 yrs.
X							

Describe Specific Experience Required for Hiring (e.g. 5 total years of customer service experience 2 of which were in a supervisory capacity):

