



**Joan Johnson**  
*Director*

June 9, 2021

Ms. Makda Fessahaye, Director  
Department of Employee Relations  
City of Milwaukee  
City Hall - Room 706  
Milwaukee, WI 53202

Dear Ms. Fessahaye:

The Milwaukee Public Library is requesting approval to re-exempt the management position of Associate Library Director. This position became vacant on September 24, 2020, when the prior incumbent was promoted to Deputy Library Director. Authority to refill this position was approved by the Common Council's Finance and Personnel Committee on October 28, 2020.

The Associate Library Director is responsible for providing high-level community service operations and oversight that supports the extensive public-facing operations of Milwaukee Public Library. Additionally, this critical position provides ongoing leadership and day-to-day direction to senior management personnel at 13 locations throughout the City of Milwaukee. The incumbent leads the strategic initiatives and public services section of Milwaukee Public Library. The Associate Library Director is responsible for leadership, oversight, and direction for robust public services, responsive educational programming, inclusive and wide-ranging outreach, and germane exhibits, special events and projects. Outcomes are community-facing, and this person leads the public services team in ensuring MPL is responsive, nimble, and adept at meeting ever-evolving as well as traditional community library needs.

The Associate Library Director works in tandem with me, the Library Board of Trustees, and the MPL Foundation to maximize financial and growth opportunities that support the Library's mission. We are therefore requesting that this position be re-exempted; comparable to similar classifications in other City departments.

Your favorable consideration of this request is greatly appreciated. If you have any questions regarding this request, please contact Victoria Robertson, Human Resources Officer, at 286-3028.

Respectfully submitted,  


Joan Johnson  
Library Director





## Department of Employee Relations

**Tom Barrett**  
Mayor

**Makda Fessahaye**  
Director

**Renee Joos**  
Director  
Employee Benefits

**Nicole Fleck**  
Labor Negotiator

**TO:** Board of City Civil Service Commissioners

**FROM:** Kristin Hennessy Urban  
Human Resources Manager

**DATE:** June 17, 2021

**RE:** Request from the Milwaukee Public Library (MPL) to **re-exempt** one position of Associate Library Director – Operations

<u>Position Title</u>	<u># of Positions</u>	<u>Pay Range</u>
Associate Library Director-Operations	1	1JX (\$80,441-\$112,626)

Please find attached a request from Library Director Joan Johnson requesting **re-exemption** of the position of Associate Library Director - Operations. Director Johnson has included a job description with this request.

The Associate Library Director-Operations leads and directs the Public Services Section, including the managers of the Central and Branch Library Services, public service managers and their respective staff at 13 locations throughout the City. The Associate Library Director works in partnership with the Library Director in developing policies, programs and long-range plans for the Library’s Board of Trustees, supporting growth opportunities of the MPL via grants and collaboration. Additionally, the Associate Library Director works closely with the director to ensure organizational funding and budgets support the strategic goals and the public facing needs of the MPL. As required, the Associate Library Director appears before common council committees and other boards and commissions on behalf of the Library Director. The Associate Library Director also represents the MPL at community and professional meetings and within professional organizations.

Of note, the parallel position to this one, the Associate Library Director – Technical Services, is exempt from Civil Service. Because the Associate Library Director – Operations may represent the Director in front of common council committees, boards and commissions and due to the role of providing policy and long-term strategic planning advice and direction to the Library’s Board of Trustees, I recommend that the request for re-exemption be approved.

Please contact me at 414.286.8643 should you have additional questions.

# JOB DESCRIPTION

## FOR DER USE ONLY

**Vacancy No.**

City Service  
Commission:  
Fire & Police  
Commission:

Finance  
Committee:  
Common  
Council:

**Instructions:** Complete all sections. Refer to the *Guidelines for Preparing Job Descriptions* for instructions on completing specific items.

<b>1. Date Prepared/ Revised:</b> 5/21/2021		<b>2. Present Incumbent:</b>		<b>Is incumbent underfilling position?</b>	
<b>3. Date Filled:</b> 5/30/2021		<b>4. Previous Incumbent:</b> Jennifer Meyer-Stearns		YES <input type="checkbox"/> NO <input type="checkbox"/> <i>If YES, indicate Underfill Title in box 10.</i>	
<b>5. Department:</b> Milwaukee Public Library			<b>Division:</b> Administration		<b>Unit:</b> Operations
<b>6. Work Location:</b> 814 W Wisconsin Ave			<b>Telephone:</b> <b>Email:</b>		<b>Work Schedule:</b> Flexible with Library hours: 8am–8pm from Sunday-Saturday
<b>7. Represented by a Union?</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		<b>8. Bargaining Unit:</b> N/A <b>If in District Council 48, which local?</b> N/A			<b>9. FLSA Status (check one):</b> <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-Exempt
<b>10.</b>	<b>Official Title:</b> Associate Library Director			<b>Pay Range</b>	<b>Job Code</b>
				1JX	5471
	<b>Underfill Title (if applicable):</b>				
<b>Requested Title (if applicable):</b>					<b>EEO Code</b> 101
<b>Recommended Title (DER Use Only):</b>				<b>Approved by:</b> <b>Date:</b>	

**11. BASIC FUNCTION OF POSITION:**

This position is responsible for providing high-level community service operations and oversight that supports the extensive public-facing operations of Milwaukee Public Library. Additionally, this critical position provides ongoing leadership and day-to-to direction to senior management personnel at 13 locations throughout the City of Milwaukee.

This individual leads the strategic initiatives and public services section of Milwaukee Public Library. They are responsible for leadership, oversight, and direction for robust public services, responsive educational programming, inclusive and wide-ranging outreach, and germane exhibits, special events and projects. Their outcomes are community-facing, and they lead the public services team in ensuring MPL is responsive, nimble, and adept at meeting ever-evolving as well as traditional community library needs.

**12. DESCRIPTION OF JOB** (Check if description applies to **Official Title**  or **Underfill Title** ):

**A. ESSENTIAL FUNCTIONS/Duties and Responsibilities:** (Refer to the “Guidelines for Preparing Job Descriptions” for instructions on determining Essential Functions.)

% of Time	ESSENTIAL FUNCTION
50	<p><b>Strategic Initiatives and Public Services Leadership</b></p> <ul style="list-style-type: none"> <li>Leads the Managers of the Central and Branch Library Services, public service managers, and staff in providing innovative and high-quality library services to the public. Encourages and rewards teambuilding within and between work units. Works with the Marketing and Public Relations Officer enhancing and elevating public service programs.</li> <li>Works in partnership with the Library Director in developing the policies, programs, and long range plans of the Library's Board of Trustees. Works closely with the Library Director and the MPL leadership team to ensure organizational funding and budgets support the strategic organizational goals and the public facing service needs of the community.</li> <li>Assesses and evaluates existing programs and services to determine public facing needs for the future – seeks opportunities for streamlining and uses data and surveys to review impacts. Collaborates with other key leadership positions to ensure the library services, collections and technology are strategically aligned with MPL's vision and mission. This includes development of new innovative spaces design and related programming: “Maker Spaces”, the Central Library Business Commons, system-wide youth, teen, and adult programming, outreach and delivery services. Lead and direct the internal committees and partners that support these vital services.</li> <li>Establishes staffing patterns, goals, and objectives for the public services team. Develops</li> </ul>

% of Time	ESSENTIAL FUNCTION
	<p>policies, procedures, and institutional benchmarks with peer public libraries. Evaluates customer services and service delivery to maintain strong and consistent public facing interactions throughout the system.</p> <ul style="list-style-type: none"> <li>Leads intermittent projects such as WI Writers Wall of Fame and MPL Poet Laureate selection processes – recruits selection committee, facilitates the work of the committee, and leads subsequent programming.</li> </ul>
30	<p><b>Community and Strategic Partnerships Development</b></p> <ul style="list-style-type: none"> <li>Works closely with the Library Director, the MPL Foundation, and the MPL Board to maximize financial and growth opportunities that support the mission via grants and collaborations. Provides content and direction for new grants and privately funded projects that support the mission. Works with Foundation staff and others on crafting proposals for funding. Works with teams internally in leading program design efforts for the proposed projects including outcomes, measures, and evaluation plans. Determines need for consultant support, identifies funding, creates scope of service and ensures accountability. Effectively manages these projects successfully.</li> <li>As required, assumes responsibility under the Library Director as an official MPL representative at other City of Milwaukee Committees and meetings. Has responsibility for close supervision of community public services partnerships in order that the approaches are consistent in all areas of MPL Public Services.</li> <li>Acts as a liaison for Milwaukee Public Library with the Milwaukee County Federated Library System which includes 15 municipalities with 14 participating library boards. Serves as the MPL contact with the State of Wisconsin’s Department of Public Instruction which, is a source of federal and state funds for library programs and federated operations.</li> </ul>
20	<p><b>Customer Service Leadership &amp; Performance Management</b></p> <ul style="list-style-type: none"> <li>Selects, trains, and evaluates management and reference personnel involved in Public Service arena. Maintains close connections to peer institutions, current trends in library public services, and measures staff according to best practices in the field. Sets standards and coaches public service managers and supervisors on customer service and communication skills.</li> <li>Receives, investigates, evaluates and acts upon complex complaints and suggestions from citizens and organizations pertaining to public services. Applies and interprets Library Board and city policies in multifaceted public facing situations.</li> <li>Represents the library in community and professional meetings. Maintains active membership in professional organizations, may hold office. Keeps current with and contributes to technical, professional, and relevant business literature. Maintains liaison with other major urban libraries throughout the nation. Serves as liaison with other special libraries and information agencies, community groups and local officials. Writes articles for publication. Performs other related duties as assigned.</li> </ul>

**B. PERIPHERAL DUTIES:**

% of Time	PERIPHERAL DUTY

**C. NAME AND TITLE OF IMMEDIATE SUPERVISOR:**

Joan Johnson, Milwaukee Public Library Director

**D. SUPERVISION RECEIVED:** (Describe the extent to which work assignments and methods are outlined, reviewed, and approved by this position’s supervisor.)

Acts independently under the general direction of the Library Director. Expected to exercise good judgement in establishing priorities, analyzing sensitive and controversial operational issues and make sound recommendations to the Library Director and MPL Administrators and Managers.

**E. SUPERVISION EXERCISED:**

Total number of employees for whom responsible, either directly or indirectly = **4 Direct; 250+ indirectly; As a leadership position supports the operations of the full Library staff of 321 employees.**

**Direct Supervision:** List the number and titles of personnel directly supervised. Specify the kind and extent of

supervision exercised by indicating one or more of the following:

a. Assign duties	e. Sign or approve work	
b. Outline methods	f. Make hiring recommendations	
c. Direct work in progress	g. Prepare or approve performance appraisals	
d. Check or inspect completed work	h. Take disciplinary action or effectively recommend such	
<b>Number Supervised</b>	<b>Job Title</b>	<b>Extent of Supervision Exercised</b> <i>(Select those that apply from list above, a - h)</i>
2	Public Service Area Manager	a-j
1	Librarian V (Education and Outreach Services )	a-j
1	Librarian IV (Events & Programming)	a-j

**F. MINIMUM QUALIFICATIONS REQUIRED:** (Indicate the MINIMUM qualifications required to enter the job.)

Education and Experience:

Minimum requirements for this position include a master's degree in library and information science from an ALA-accredited library information program and four years of library management experience as an administrator of a public service operation in a neighborhood library unit, an independent municipal library, or a central library in an urban setting; as an administrator of a major library division; or as a coordinator in a major subject area. Equivalent combinations of education and experience may be considered.

Knowledge, Skills and Abilities:

1. Demonstrated Leadership
2. Strong customer service, interpersonal and collaboration skills; ability to direct and work effectively with diverse staff and patrons. Proven ability to collaborate with community partners.
3. Thorough knowledge of modern public library goals, organization, best practices, policies, goals, services, administration, technical services and reference services.
4. Demonstrated ability in innovative strategic system-wide plans, programming, public service development and complex budget development and management.
5. Ability to plan, organize, direct, coordinate, coach and supervise the work of others within a teamwork setting.
6. Experienced project management skills and able to build strong community partnerships.
7. Excellent oral and written communication skills with the ability to present ideas and information clearly, concisely and logically; able to write for publications.
8. Committed to the social responsibilities of an urban public library in an era of information access and technological change.
9. Familiarity with research methods and extensive knowledge of the development, preservation and organization of research and reference collections.
10. Flexibility and skill in encouraging staff to solve problems in the interest of providing the highest quality public service.
11. Successful experience in obtaining outside funding highly desirable.
12. Ability to foster an environment of inclusion wherein all employees are treated respectfully, are valued for their strengths, and feel that they can safely express themselves.
13. Flexible, creative problem solver, a team player, and advocate for the library with a sense of humor.
14. Creative problem solving skills: effectively evaluates and makes independent decisions to resolve problems; recommends actions designed to prevent problems from occurring.
15. Proficient in basic computer skills including use of integrated library system (ILS), internal electronic files and databases, reporting tools and Microsoft Office suite.

Certifications, Licenses, Registrations:

1. Valid Driver's license at of appointment and throughout employment with use of personal vehicle required. Frequent mobility to MPL buildings and other remote work locations.

Other Requirements:

1. Able to work flexible work hours, some evening and weekend hours, in excess of 40 hours per week. Available for emergencies on call 24 hours a day.
2. Ability to maintain confidentiality and respect patron privacy.

### 13. PHYSICAL AND ENVIRONMENTAL DEMANDS: TOOLS AND EQUIPMENT USED

The Americans with Disabilities Act (ADA) of 1990, as amended by the Americans with Disabilities Act Amendments Act (ADAAA) of 2008 requires job descriptions to provide detailed information regarding the physical demands required to perform the essential functions of a job; the conditions under which the job is performed; and the tools and equipment the employee will be required to use on the job. Reasonable accommodations may be made to enable qualified individuals to perform the essential duties and responsibilities of the job for each of the categories listed below.

**A. PHYSICAL ACTIVITY OF THE POSITION:** (List the physical activities that are representative of those that must be met to successfully perform the essential functions of the job).

**CHECK ALL THAT APPLY:**

<input type="checkbox"/>	<b>Climbing:</b> Ascending or descending ladders, stairs, scaffolding, ramps, poles, and the like; using feet and legs and/or hands and arms. Body agility is emphasized. Check only if the amount and kind of climbing required exceeds that required for ordinary locomotion.
<input type="checkbox"/>	<b>Balancing:</b> Maintaining body equilibrium to prevent falling when walking, standing or crouching on narrow, slippery or erratically moving surfaces. Check only if the amount and kind of balancing exceeds that needed for ordinary locomotion and maintenance of body equilibrium.
<input type="checkbox"/>	<b>Stooping:</b> Bending body downward and forward by bending spine at the waist. Check only if it occurs to a considerable degree and requires full use of the lower extremities and back muscles.
<input type="checkbox"/>	<b>Kneeling:</b> Bending legs at knee to come to a rest on knee or knees.
<input checked="" type="checkbox"/>	<b>Crouching:</b> Bending the body downward and forward by bending leg and spine.
<input type="checkbox"/>	<b>Crawling:</b> Moving about on hands and knees or hands and feet.
<input checked="" type="checkbox"/>	<b>Reaching:</b> Extending Hand(s) and arm(s) in any direction.
<input type="checkbox"/>	<b>Standing:</b> Particularly for sustained periods of time.
<input type="checkbox"/>	<b>Walking:</b> Moving about on foot to accomplish tasks, particularly for long distances.
<input type="checkbox"/>	<b>Pushing:</b> Using upper extremities to exert force in order to draw, press against something with steady force in order to thrust forward, downward or outward.
<input type="checkbox"/>	<b>Pulling:</b> Using upper extremities to exert force in order to draw, drag, haul or tug objects in a sustained motion.
<input type="checkbox"/>	<b>Lifting:</b> Raising objects from a lower to a higher position or moving objects horizontally from position-to-position. Check only if it occurs to a considerable degree and requires substantial use of the upper extremities and back muscles.
<input checked="" type="checkbox"/>	<b>Fingering:</b> Picking, pinching, typing or otherwise working primarily with fingers rather than with the whole hand or arm, as in handling.
<input type="checkbox"/>	<b>Grasping:</b> Applying pressure to an object with fingers and palm.
<input type="checkbox"/>	<b>Feeling:</b> Perceiving attributes of objects such as size, shape, temperature or texture by touching with the skin, particularly that of the fingertips.
<input checked="" type="checkbox"/>	<b>Talking:</b> Expressing or exchanging ideas by means of the spoken word. Those activities which demand detailed or important instructions spoken to other workers accurately, loudly or quickly.
<input checked="" type="checkbox"/>	<b>Hearing:</b> Perceiving the nature of sounds with no less than a 40 db loss. Ability to receive oral communication and make fine discriminations in sound.
<input checked="" type="checkbox"/>	<b>Repetitive Motions:</b> Substantial movements (motions) of the wrist, hands, and/or fingers.
<input checked="" type="checkbox"/>	<b>Driving:</b> Minimum standards required by State Law (including license).

**B. PHYSICAL REQUIREMENTS OF THE POSITION:** (List the physical requirements that are essential functions of the job.)

**CHECK ONE:**

<input type="checkbox"/>	<b>Sedentary Work:</b> Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.
<input checked="" type="checkbox"/>	<b>Light Work:</b> Exerting up to 10 pounds of force occasionally and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for sedentary work and the worker sits most of the time, the job is rated for Light Work.
<input type="checkbox"/>	<b>Medium Work:</b> Exerting up to 50 pounds of force occasionally and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.
<input type="checkbox"/>	<b>Heavy Work:</b> Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.
<input type="checkbox"/>	<b>Very Heavy Work:</b> Exerting in excess of 100 pounds of force occasionally, and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects.

**C. VISUAL ACUITY REQUIREMENTS:** (List the visual acuity requirements that are essential functions of the job.)

**CHECK ONE:**

<input checked="" type="checkbox"/>	<b>Operators (Electronic Equipment), Inspection, Close Assembly, Clerical, Administrative:</b> This is a minimum standard for use with those whose job requires work done at close visual range (i.e. preparing and analyzing data and figures, accounting, transcription, computer terminal, extensive reading, visual inspection involving small parts, operation of machines, using measurement devices, assembly or fabrication of parts).
<input type="checkbox"/>	<b>Machine Operators, Mechanics, Skilled Tradespeople:</b> This is a minimum standard for use with those whose work deals with machines where the seeing job is at or within arm's reach. This also includes mechanics and skilled tradespeople and those who do work of a non-repetitive nature such as carpenters, technicians, service people, plumbers, painters, mechanics, etc. (If the machine operator also inspects, check the "Operators" box.)
<input type="checkbox"/>	<b>Mobile Equipment Operators:</b> This is a minimum standard for use with those who operate cars, trucks, forklifts, cranes, and high lift equipment.
<input type="checkbox"/>	<b>Other:</b> This is a minimum standard based on the criteria of accuracy and neatness of work for janitors, sweepers, etc.

**D. THE CONDITIONS THE WORKER WILL BE SUBJECT TO IN THIS POSITION:**

List the environmental/working conditions to which the employee may be exposed while performing the essential functions of the job. Include scheduling considerations such as on-call for emergencies, rotating shift, etc.

**Approximate Percentage of time performing fieldwork: 15%**

**CHECK ALL THAT APPLY:**

<input type="checkbox"/>	<b>None:</b> The worker is not substantially exposed to adverse environmental conditions (such as typical office or administrative work).
<input checked="" type="checkbox"/>	<b>The worker is subject to inside environmental conditions:</b> Protection from weather conditions but not necessarily from temperature changes (i.e. warehouses, covered loading docks, garages, etc.)
<input type="checkbox"/>	<b>The worker is subject to outside environmental conditions:</b> No effective protection from weather.
<input type="checkbox"/>	<b>The worker is subject to extreme cold:</b> Temperatures below 32 degrees for period of more than one hour.
<input type="checkbox"/>	<b>The worker is subject to extreme heat:</b> Temperatures above 100 degrees for periods of more than one hour.
<input type="checkbox"/>	<b>The worker is subject to noise:</b> There is sufficient noise to cause the worker to shout in order to be heard above the surrounding noise level.
<input type="checkbox"/>	<b>The worker is subject to vibration:</b> Exposure to oscillating movements of the extremities or whole body.
<input type="checkbox"/>	<b>The worker is subject to hazards:</b> Includes a variety of physical conditions, such as proximity to moving mechanical parts, electrical current, working on scaffolding and high places or exposure to chemicals.
<input type="checkbox"/>	<b>The worker is subject to atmospheric conditions:</b> One or more of the following conditions that affect the respiratory system or the skin: Fumes, odors, dust, mists, gases or poor ventilation.
<input type="checkbox"/>	<b>The worker is subject to oil:</b> There is air and/or skin exposure to oils and other cutting fluids.
<input type="checkbox"/>	<b>The worker is required to wear a respirator.</b>

**E. MACHINE, TOOLS, EQUIPMENT, ELECTRONIC DEVICES, SOFTWARE, ETC. USED BY POSITION:**

List equipment needed to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.)

**CHECK ALL THAT APPLY:**

<input type="checkbox"/>	Camera and photographic equipment	<input checked="" type="checkbox"/>	Office Equipment (desk, chair, telephone, etc.)						
<input type="checkbox"/>	Cleaning supplies	<input checked="" type="checkbox"/>	Office supplies (pens, staplers, pencils, etc.)						
<input type="checkbox"/>	Commercial vehicle	<input checked="" type="checkbox"/>	Packing materials (boxes, shrink wrap, etc.)						
<input type="checkbox"/>	Data processing equipment	<input checked="" type="checkbox"/>	PC equipment (monitor, keyboard, printer, etc.)						
<input type="checkbox"/>	Handcart	<input checked="" type="checkbox"/>	PC software						
<input type="checkbox"/>	Hand tools (please list):								
<input checked="" type="checkbox"/>	Office Machines (check all that apply):	<input checked="" type="checkbox"/>	Copier	<input checked="" type="checkbox"/>	Facsimile	<input checked="" type="checkbox"/>	Calculator	<input type="checkbox"/>	Cash register
<input checked="" type="checkbox"/>	Other (please list):								

**14. SUPPLEMENTARY INFORMATION:** (Indicate any other information which further explains the importance, difficulty, or uniqueness of the position, such as its scope of responsibility related to finances, equipment, people, information, etc. Also indicate success factors such as a personal characteristics that contribute to an individual's ability to perform well in the job, and any other special considerations.)

**15. I believe that the statements made above in describing this job are complete and accurate:**

Library Director

\_\_\_\_\_  
Signature of Department Head or Designated Representative

\_\_\_\_\_  
Title