

Job Evaluation ReportCity Service Commission Meeting: July 13, 2021**Milwaukee Public Library**

Current	Recommended
Milwaukee Public Library Director PR 1NX (\$103,841 - \$145,382) (One Position)	Milwaukee Public Library Director PR 1NX (\$103,841 - \$145,382) Recruitment is at \$113,926 /any point DER/FPC Chair approval (One Position)
Deputy Library Director - Public Services PR 1LX (\$91,404 - \$127,962) (One Position)	Deputy Library Director PR 1LX (\$91,404 - \$127,962) Recruitment is at \$99,769 /any point DER/FPC Chair approval (One Position)
Associate Library Director - Operations PR 1JX (\$80,442 - \$112,627) (One Position)	Associate Library Director PR 1JX (\$80,442 - \$112,627) Recruitment is at \$90,699 /any point DER/FPC Chair approval (Two Positions)
Associate Library Director - Technical Services PR 1JX (\$80,442 - \$112,627) (One Position)	
Library Public Services Area Manager PR 1HX (\$70,827 - \$99,154) (Two Positions)	Library Public Services Area Manager PR 1HX (\$70,827 - \$99,154) Recruitment is \$82,454 /any point DER/FPC Chair approval (Three Positions)
Librarian V PR 1FX (\$62,338 - \$87,270) (One Positions)	
Librarian V PR 1FX (\$62,338 - \$87,270) (Three Positions/Three Auxiliary)	
Library Branch Manager PR 1EX (\$58,462 - \$81,844) Recruitment at any point in the range with DER approval (12 Positions)	Library Services Manager PR 1GX (\$66,435 - \$93,010) Recruitment is at \$74,958 /any point DER approval (21 Positions/Three Auxiliary)
Management Librarian PR 1EX (\$58,462 - \$81,844) Recruitment up to \$67,815 with DER approval (Six Positions)	
Librarian IV PR 2GX (\$51,469 - \$72,063) Recruitment is at \$55,588 and may be up to \$59,706 with DER approval (Underfill Title)	Library Services Assistant Manager PR 1EX (\$58,462 - \$81,844) Recruitment is at \$70,054 /any point DER approval (Underfill Title)

<p>Librarian III PR 2FN (\$48,294 - \$67,616) Recruitment is at \$52,159 and may be up to \$56,023 with DER approval (49 Positions/Two 0.50 FTE/One 0.75 FTE)</p>	<p>Librarian III PR 2GN (\$51,469 - \$72,063) Recruitment is at \$65,471 /any point DER approval (66 Positions/ Two 0.50 FTE/ One 0.75 FTE)</p>
<p>Librarian II PR 2EN (\$45,306 - \$63,426) Recruitment is at \$48,930 and may be up to \$52,554 with the approval of DER (12 Positions)</p>	<p>Librarian II PR 2FN (\$48,294 - \$67,616) Recruitment is at \$61,188 /any point DER approval (Underfill Title)</p>
One New Position	
<p>Librarian I PR 2DN (\$42,500 - \$59,498) Recruitment is at \$45,900 and may be up to \$49,299 with DER approval (Underfill Title)</p>	<p>Librarian I PR 2EN (\$45,306 - \$63,426) Recruitment is at \$57,185 /any point DER approval (Underfill Title)</p>
<p>Librarian Associate PR 2BN (\$37,425 - \$52,391) Recruitment is at \$40,419 and may be up the \$43,412 with the approval of DER (Four Positions)</p>	<p>Librarian Associate PR 2CN (\$39,881 - \$55,825) Recruitment is at \$48,500 /any point DER approval (Underfill Title)</p>
<p>Library Volunteer Coordinator PR 2DN (\$42,500 - \$59,498) (One Position)</p>	<p>Library Volunteer Coordinator PR 2EN (\$45,306 - \$63,426) Recruitment is at \$50,742 /any point DER approval (One Position)</p>
<p>Library Reference Assistant PR 2BN (\$37,425 - \$52,391) Recruitment is at \$40,419 and may be up the \$43,412 with the approval of DER (10 Positions)</p>	<p>Library Reference Assistant PR 2CN (\$39,881 - \$55,825) Recruitment is at \$48,500 /any point DER approval (10 Positions)</p>
<p>Library Business Manager PR 1DX (\$54,865 - \$76,806) (One Position)</p>	<p>Library Business Manager PR 1FX (\$62,338 - \$87,270) Recruitment is at \$68,571 /any point DER approval (One Position)</p>
<p>Personnel Payroll Assistant II PR 6HN (\$37,080 - \$41,863) Recruitment is at \$37,830 (One Position)</p>	<p>Personnel Payroll Assistant III PR 5EN (\$40,501 - \$46,724) (One Position)</p>
<p>Accounting Assistant I PR 6GN (\$33,976 - \$39,943) Recruitment is at \$36,252 (One Position)</p>	<p>Accounting Assistant II PR 6HN (\$37,080 - \$41,863) Recruitment is at \$37,830 (One Position)</p>
<p>Security Manager PR 1CX (\$51,469 - \$72,063) (One Position)</p>	<p>Library Security Manager PR 1DX (\$54,865 - \$76,806) Recruitment is at \$59,253 /any point DER approval (One Position)</p>
<p>Library Security Investigator PR 5IN (\$46,347 - \$54,669) (One Position)</p>	<p>Library Security Investigator PR 2EN (\$45,306 - \$63,426) Recruitment is at \$50,742 /any point DER approval (One Position)</p>

Communications Assistant I PR 6FN (\$30,664 - \$38,406) Recruitment is at \$32,076 (One Position)	Library Communications Assistant PR 5DN (\$36,252 - \$42,916) Recruitment is at \$37,830 (Two Positions)
Library Circulation Services Representative PR 5DN (\$36,252 - \$42,916) Recruitment Rate: \$37,782 (One Position)	

Note: Residents receive a rate that is 3% higher.

Background

Milwaukee Public Library Director Joan Johnson has requested a classification and cost of labor study for positions that perform library reference work as well as certain positions with administrative operational responsibilities. Discussions were held with Deputy Library Director Jennifer Meyer-Sterns; Human Resources Officer Victoria Robertson; and Human Resources Analyst-Senior Danielle Wroblewski. New job descriptions have been provided. This is a follow-up report to the previous study of library circulation and technical services positions heard before the City Service Commission on May 18, 2021.

The Milwaukee Public Library has been experiencing difficulty in recruiting and retaining employees in these classifications which in turn has impacted the ability to provide services to Milwaukee constituents. The chart below reflects a current 16% vacancy rate for these positions.

Vacancies by Location

Location	Title	Position Authority	Vacant	Vacancy Percentage
Branch Library	Library Public Services Area Manager	1	1	100.0%
Branch Library	Library Branch Manager	12	2	16.7%
Branch Library	Librarian III	18	3	16.7%
Branch Library	Librarian II	5	0	0.0%
Branch Library	Librarian Associate	2	1	50.0%
Branch Library	Library Reference Assistant	8	1	12.5%
		46	8	17.4%
Central Library	Library Public Services Area Manager	1	1	100.0%
Central Library	Librarian V	4	0	0.0%
Central Library	Management Librarian	6	3	50.0%
Central Library	Librarian III	35	3	8.6%
Central Library	Librarian II	3	1	33.3%
Central Library	Librarian Associate	2	1	50.0%
Central Library	Library Reference Assistant	9	0	0.0%
		60	9	15.0%
Overall		106	17	16.0%

This report recommends increasing the classification level and related pay for these positions. Recommendations take into consideration market rates of pay for similar positions in Southeastern Wisconsin. Market rate of pay comparisons detailed below were drawn from the Economic Research Institute (ERI); a service to which the Department of Employee Relations subscribes. The percentage rates shown for the titles below are an average of

market rates from Kenosha, Madison, Milwaukee, Racine, Waukesha, and West Allis effective May, 2021. An ERI job summary follows each comparison. In addition, specific City of Madison titles and rates of pay are included in this report for comparison.

Librarian Head	10 th %	25 th %	Mean	75 th %	90 th %
Southeastern Wisconsin	\$86,130	\$94,128	\$104,500	\$114,822	\$124,967

Plans and administers the operation of library services. Coordinates activities of branch or departmental libraries. Develops goals and objectives, policies, procedures, and programs. Presents recommendations on library policies and services to governing body, such as Board of Directors or Board of Trustees, and implements policy decisions. Supervises staff participating in cataloging, classifying, and indexing library acquisitions and keeping records of items checked out.

Librarian Deputy Director	10 th %	25 th %	Mean	75 th %	90 th %
Southeastern Wisconsin	\$72,626	\$79,404	\$88,279	\$97,092	\$105,862

Aids Librarian in the daily functioning, planning, and administration of the library services program. Provides technical guidance and administrative direction over library staff. Coordinates activities of branch or departmental libraries.

Librarian Branch	10 th %	25 th %	Mean	75 th %	90 th %
Southeastern Wisconsin	\$60,171	\$65,785	\$73,203	\$80,519	\$87,890

Manages an organizational unit of the main library or a branch that is physically separated from the main library. Plans and administers program of library services.

Librarian Special Library	10 th %	25 th %	Mean	75 th %	90 th %
Southeastern Wisconsin	\$61,151	\$66,027	\$72,588	\$78,812	\$85,209

Manages library or section containing specialized materials for such institutions as law schools and hospitals, or for industrial, commercial, or governmental organizations. Selects, orders, and categorizes volume reference collection for professional and administrative staffs.

Librarian	10 th %	25 th %	Mean	75 th %	90 th %
Southeastern Wisconsin	\$57,596	\$62,585	\$69,255	\$75,696	\$82,268

Plans the acquisition, organization, maintenance, utilization, and retention of materials and equipment in the library. Maintains library collections of books, serial publications, documents, magazines, newspapers, music recordings, audio books, video recordings, Internet resources, and other resource materials, and aids groups and individuals in locating and obtaining requested materials. Illustrates, explains, and assists in use of electronic resources including computer databases and the Internet, as well as print resources such as card or book catalog or book and periodical indexes. Supervises classification, cataloging, indexing, and shelving of books and materials; in small library, may be the one to perform those duties.

Librarian Data	10 th %	25 th %	Mean	75 th %	90 th %
Southeastern Wisconsin	\$58,607	\$63,277	\$69,574	\$75,531	\$81,668

Preserves data for an organization, often in the form of magnetic, audio, laser, visual, hard copy, or other forms and assists groups and individuals in locating and obtaining materials. Gives information on library activities, facilities, rules, and services. Explains and assists in use of reference sources and equipment.

Librarian Acquisitions	10 th %	25 th %	Mean	75 th %	90 th %
Southeastern Wisconsin	\$54,207	\$59,266	\$65,991	\$72,585	\$79,270

Selects and orders books, periodicals, films, and other materials for library. Reviews publishers' announcements and catalogs, and readies list of publications to be purchased.

City of Madison Titles	Minimum	Maximum
Library Director	\$113,926	\$153,800
Library Associate Director	\$94,536	\$127,597
Library Community Services Manager	\$86,087	\$116,073
Library Administrative Services Manager	\$71,631	\$96,417
Librarian Supervisor	\$71,631	\$96,417
Librarian 3	\$65,988	\$90,494
Librarian 2	\$60,798	\$80,176
Library Programming Coordinator	\$57,223	\$73,907
Librarian 1	\$57,185	\$73,861

Another consideration used in preparing recommendations on the classification level and related pay ranges for the library reference positions includes a comparison to the library circulation and technical services positions reclassified through the previous library report. These classifications include:

Milwaukee Public Library Title	PR	Actual Rates
Library Services Coordinator	2EN	\$50,716- \$63,426
Library Circulation Services Coordinator	2EN	\$50,716- \$63,426
Library Technical Services Coordinator	2EN	\$50,716- \$63,426
Library Copy Cataloging Specialist	2CN	\$48,500- \$55,825
Library Technical Services Specialist – Lead	5IN	\$47,779- \$54,669
Library Circulation Services Representative – Lead	5IN	\$47,779- \$54,669

Current	Milwaukee Public Library Director	PR 1NX (\$103,841 - \$145,382)	One Position
Recommended	Milwaukee Public Library Director	PR 1NX (\$103,841 - \$145,382) Recruitment is at \$113,926 /any point DER/FPC Chair approval	One Position

This report recommends creating a competitive minimum market rate of pay for the classification and enhanced recruitment flexibility.

This position serves as the chief administrative and executive officer of the Milwaukee Public Library, under the direction of the Mayor. As Secretary to the Library's Board of Trustees, the Milwaukee Public Library Director also carries out the long range plans and policies of the Milwaukee Public Library System Board. Duties and responsibilities include:

- Directs the operation of the Milwaukee Public Library system, and serves as a member of the Mayor's cabinet. Relates the City of Milwaukee's long range strategic plan to that of the Library.
- Works with library directors and managers in planning and developing work service programs and patterns and collections of materials.
- Advises the Personnel Officer and other administrative staff members in the area of staff development through training, rotation of assignments, and reallocation of duties.
- Reviews recommendations by library staff for personnel appointments, classifications, and promotions.
- Responsible for maintaining standards in professional and related activities for the attainment of the objectives of the library system.
- Evaluates performances of staff who are direct reports.

- Serves as Secretary of the Board of Trustees, and under their direction, develops institutional goals and policies for board approval.
- Plans and organizes services and facilities to best serve the informational needs of the community.
- Represents the board before the Common Council, the Finance and Personnel Committee, special committees of the council, County Board, and State Department of Libraries, Technology and Community Learning, as well as various other boards, commissions and committees.
- Represents the Milwaukee Public Library effectively in the community and maintains a relationship with the Milwaukee county Federated Library System.
- Administers federal and state grants.
- Oversees the development of the annual Milwaukee Public Library System budget.
- Represents the board during the budget review process, and reviews and approves recommendations of the library staff for the expenditure of library funds.
- Supervises the initial planning necessary for system development, building planning, construction, and renovation programs.
- With the director of the Milwaukee Public Library Foundation, plans, implements, and coordinates financial development efforts for the Milwaukee Public Library, including the establishment of contacts with key community leaders, drafting of formal justifications and proposals, and subsequent reporting and follow-up with donors. Attends all Foundation Board meetings as a non-voting member and attends Foundation committee meetings.
- Develops and maintains contacts with community leaders and groups, and participates in community activities to improve and strengthen community relations.
- Keeps aware of metropolitan growth and development.
- Provides leadership in long range planning for the development of library services in the community.
- Solicits contributions and gifts to the library.
- Sets a pattern for knowledge of books, non-print materials, and computer applications.
- Establishes and maintains contacts with professional organizations and associations.
- Provides leadership in ensuring equal employment opportunities.
- Speaks to groups and organizations and appears on radio and television programs, as well as writes reports and articles.
- Performs other related duties.

Minimum requirements include broad liberal educational background with a MLS degree and ten years of broad and consistently successful experience in the library profession with at least seven years of administrative and supervisory experience in public libraries.

Current	Deputy Library Director – Public Services	PR 1LX (\$91,404 - \$127,962)	One Position
Recommended	Deputy Library Director	PR 1LX (\$91,404 - \$127,962) Recruitment is at \$99,769 /any point DER/FPC Chair approval	One Position

This report recommends changing the title of this classification to Deputy Library Director, creating a competitive minimum market rate of pay for the classification and enhanced recruitment flexibility.

As a member of the Executive Leadership Team, the incumbent serves as second in command of the Milwaukee Public Library System, assuming full responsibility for all units of the library in the absence of the Library Director. This person performs a variety of administrative, supervisory, and management duties aimed at providing leadership to all phases of public service, including reference, circulation, programming, security, and budget. Duties and responsibilities include:

- Works in partnership with the Library Director in developing the policies, programs, and long range plans of the Library's Board of Trustees. Works with the Library Director, the Business Manager and the Human Resources Officer in developing the annual capital and operating budgets to support public services.
- Oversee \$32 million dollars plus budget inclusive of foundation, trust, and grants involving over \$10 million in procurement administration with complex contractual negotiations, multiple investment accounts, and oversight of all contractual and financial transactions.
- Partner with other governmental, private and community agencies to evaluate best practices in operations and financial measures.
- Ensure best practices for financial accounting, contracting, business data and reporting, technical systems, and administrative policies and procedures are continuously in support of the strategic mission of the library and evolving public services.
- Oversee and balance the development and maintenance of the annual operating, capital improvement, and grants budgets in accordance with MPL system needs and fiscal direction from the Board and the City of Milwaukee.
- Advance safety protocols and risk management practices to protect the public, staff, and MPL's general and special collections, valued in the hundreds of millions of dollars with immeasurable historical value.
- Coordinate and oversee MPL operating initiatives with citywide priorities where possible, including the areas of asset management, environmental sustainability, neighborhood economic development, and contracting.
- Make recommendations to the MPL Library Director and the Board of Trustees around investments, bequests, and grant funding opportunities for MPL short and long-term priorities.
- Manage the teams responsible for implementation of the Administration and Operations Division priorities.
- Consults with and advises the Business Manager and the Facilities Manager regarding service-related building improvements, maintenance, and repairs and the replacement and repair of shelving, furnishing and equipment in and outside of MPL sites.
- Develops and manages community partnerships to expand the library's capacity and to fulfill the strategic initiatives.
- Establishes staffing patterns, goals, and objectives for the Department. Develops policies and procedures and workload benchmarks. Has responsibility for close supervision of management-union relationships in order that the approaches are consistent in all areas.
- Works with and advises the Library Director and the Library Foundation Director regarding public service funding needs to provide funds for collection and services.
- Oversees the library's security operation.
- Works with the coordinators of Central and Neighborhood Library Services, public service managers, and staff in providing quality library service to the public. Evaluates customer service and service delivery.
- Encourages and rewards teambuilding within and between work units.
- Acts in the absence of the Library Director in matters relating to the operation of the Milwaukee Public Library System. Coordinates the special and grant projects undertaken by the Milwaukee Public Library System
- 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.

Minimum requirements include a MLIS from a library school accredited by the American Library Association (ALA), and six years of progressively responsible professional experience, including at least four years as an administrator of a public service operation in a neighborhood library unit, independent municipal library, a central library in an urban setting, or as an administrator of a major library division or as a coordinator in a major subject area.

Current	Associate Library Director - Operations	PR 1JX (\$80,442 - \$112,627)	One Position
	Associate Library Director - Technical Services	PR 1JX (\$80,442 - \$112,627)	One Position
Recommended	Associate Library Director	PR 1JX (\$80,442 - \$112,627) Recruitment is at \$90,699 /any point DER/FPC Chair approval	Two Positions

This report recommends changing the title of both classifications to Associate Library Director, creating a competitive minimum market rate of pay for the classification, as well as enhanced recruitment flexibility.

The two positions of Associate Library Director are collectively responsible for providing high – level administrative, operations, budget, and risk management oversight that supports the extensive public-facing services of the Milwaukee Public Library. This includes the continuous improvements of the Library's IT Infrastructure, the unique and historic Resource Library collection, and all back-of-house library activities which support public facing services, including the Cataloging and Database Maintenance Unit, the Acquisitions and Serials Unit, the Information and Technology Unit, and the Public Computer Training Unit. Additionally, the roles are critical in providing ongoing leadership, and day to day direction to senior management personnel who oversee finance management, contract administration, human resources administration, facilities management, and security and risk management. These positions oversee the complex distribution among the 13 Milwaukee Public Library locations, as well as its borrowing relationship within the Milwaukee County Federated Library System (MCFLS) and state of WI Integrated Library System (ILS) and are responsible for further plans, development, and implementation of relevant, efficient and cost effective strategies for MPL and the broader system-wide operations of the following: selection, acquisition, and processing of library materials in all formats; computer and network operations services; evaluation and guidance of the library's physical, electronic and digital collections; public computer technology training; and provides support for the library's web page and social media presence.

- Ensure best practices of emerging library industry IT trends, products, and services, particularly relevant to implement at MPL to best meet patron and staff needs.
- Execute all E-rate activities, including planning, bids and requests for proposals, selection of vendors, budgeting, recordkeeping and responding to federal program guidelines.
- Provide leadership and direction to public computer training provided throughout the Library system and serve as branch liaison for the Public Computer Training Program.
- Oversee the annual budget process for each Technical Services Unit.
- Oversee the Acquisitions and Serials \$2 million materials budget, vendor collection management software, technical processing improvements, and selector support system-wide.
- Oversee the Cataloging and Database Maintenance section's materials processing and cataloging system.
- Make recommendations to the Library Director and the Board of Trustees as necessary. Regularly updates and administers principles of MPL Collection Management Policy.
- Lead the library's collection development activities including the accession, de-accession, and maintenance of materials in all formats system wide.
- Serves as co-lead on library social media presence and web page development and maintenance - Role in MCFLS and State ILS collection management and sharing agreements.
- Provide direction and guidance to MPL senior managers in governance strategies, risk management for personnel and property, financial planning, facility and building system and control operations, personnel administration, and security protocols and infrastructure.
- Ensure the successful planning and implementation of institutional initiatives; analyze and evaluate strategies and outcomes to be reported to the Library Director, Community leaders and fundraising partners, the Library Board, Common Council, and Mayor.

- 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.
- 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.
- Works with the Marketing and Public Relations Officer enhancing and elevating public service programs.
- Develops and manages community partnerships to expand the library's capacity and to fulfill the strategic initiatives.
- Sets standards and coaches public service managers and supervisors on customer service. Receives, investigates, evaluates and acts upon difficult complaints and suggestions from citizens and organizations pertaining to public services. Applies and interprets Library Board and city policies in complex situations.
- 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.
- 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.
- Minimum requirements for these positions include a master's degree in library and information science (MLIS), public policy, business administration, or a related field and eight years of management experience heading a major division of an organization. Equivalent combinations of education and experience may be considered.

Current	Library Public Services Area Manager	PR 1HX (\$70,827 - \$99,154)	Two Positions
	Librarian V	PR 1FX (\$62,338 - \$87,270)	One Position
Recommended	Library Public Services Area Manager	PR 1HX (\$70,827 - \$99,154) Recruitment is at \$82,454 /any point DER/FPC Chair approval	Three Positions

This report recommends reclassifying one Librarian V to the classification of Library Public Services Area Manager, recommends a competitive minimum market rate of pay for the classification, as well as enhanced recruitment flexibility. These Library Public Services Area Manager have oversight of leading the Library Services Managers at the Central and Branch Libraries; administering library public services system-wide; and oversight of the Library's youth, educational and outreach services function.

One Library Public Services Area Manager assumes a leadership role and is directly responsible for leading all branch managers in the planning and administering of branch library services system-wide. These services include programming, outreach, budgeting, staffing, performance management, security, and facilities planning. The incumbent ensures programming meets the needs and demands of the community and helps to advance the Library Strategic Plan. The incumbent assumes responsibility for the operation of public library services system-wide in the absence of the deputy either in full, or in conjunction with the Library Public Services Area Manager for Central. Duties and responsibilities include:

- Leads and manages all branch library managers and through them, oversees the operations of 13 distinct locations, which includes the MPL Express at Silver Spring, a 24/7 materials vending unit that houses over 400 items.
- Develops and directs staff in the provision of excellent customer service and programs, materials handling, performance management, collection development and maintenance, and resource delivery. Oversees the scheduling of branch library public services staff and makes emergency staff assignments. Applies and interprets policies in complex situations.

- Leads and supports managers in prioritizing program initiatives, facility issues and collection-related projects. Assumes the role of project manager on these items as appropriate.
- Makes recommendations to the Administrative Team in support of MPL's strategic plan goals and works with direct reports to execute as authorized.
- Assists in developing tools to measure impact of library services on the community, and prepares annual, monthly, and special reports and statistics.
- Assists the deputy in preparing budget and service proposals, developing policy and work procedures, and reviewing safety measures.
- Assists the deputy in planning and administering public library service system-wide including programming, outreach, circulation, reference, collection maintenance, budgeting, staffing, performance management, facilities, and security.
- Ensures branch staff participation along with others to improve MPL's virtual service point through further development of unique digital archives and finding aids to facilitate statewide use of MPL's unique collections.
- Ensures branch manager participation in monitoring local and regional use of collections and resources; develops and presents reports.
- Serves on one or more boards as MPL's representative and supports managers serving on boards and committees of community-based organizations that support MPL's strategic plan goals and directives.
- Initiates contacts in the community and works with community organizations in library-connected programs.
- Forms partnerships with businesses and organizations to enhance and enrich services to a shared clientele.
- Represents the library in the community and keeps stakeholders aware of benefits associated with the use of library facilities and resources.
- Models high level of customer service and trains and coaches staff accordingly. Sets performance expectations and evaluates performance.
- Plans and conducts in-service sessions and staff meetings and assists in developing training for staff on new technologies and initiatives.
- Participates in staff recruitment, selection, discipline, recognition, transfers, and promotions.
- Supports direct reports who work with volunteers; identifies new volunteer opportunities and develops job descriptions.
- Supports branch staff who may serve as liaison to community groups using meeting spaces regarding facilities, security, and signage matters.
- Ensures that changes in business hours, branch closures, or other emergency changes are communicated in a timely fashion to all affected parties.
- Communicates between branch library public services staff, the fleet and facilities, and security manager.
- Assists in planning branch library renovations and building projects and provides support to branch library managers.
- Enforces safe work procedures and accident prevention practices.
- Supports all branch staff who serve as Librarian-In-Charge at each location. Trains staff and directs their efforts to successfully serve in this role, which includes exercising overall supervision of public service areas; touring public service areas to ensure public service needs are being met and adjusting staff schedules. Additional duties include interpreting library policies and procedures; investigating accidents and filing accurate and timely reports; and working with security personnel to maintain proper decorum and compliance with the library's code of conduct and other policies and procedures related to health and safety. May provide direct service as LIC at a branch under extraordinary circumstances.
- Reports activities to Administrative Team members.

Minimum requirements include a master's degree in library science from a library school accredited at the graduate level by the American Library Association (ALA); five years of increasingly responsible professional library experience, of which three years must have been as administrator of a major library division, coordinator in a major subject area, administrator of a large branch, or administrator of an independent community library.

One Library Public Services Area Manager for the central library is directly responsible for leading services at central library services including services and facilities planning, budgeting, staffing, performance management, and security. This position oversees Central Library subject services managers and the Wisconsin Talking Book and Braille Library (WTBBL) manager and oversees planning and implementation for Virtual Library Services, and serves as liaison to the coffee shop vendor, and Friends of the Milwaukee Public Library for the Bookseller Used Bookstore. Additionally, the incumbent assumes responsibility for the operation of public library services system-wide in the absence of the deputy either in full, or in conjunction with the other Library Public Services Area Managers. Duties and responsibilities include:

- Guides and improves the operations of the staff, collections, resources, and services of Central and the WTBBL.
- Supervises all assigned library managers in the development of plans and services to achieve library objectives.
- Oversees the preparation of daily and Sunday schedules of reference staff and makes emergency staff assignments as necessary.
- Prepares annual, monthly, and special reports and statistics as needed.
- Assists the deputy in preparing the budget and service proposals.
- Chairs monthly team meetings and participates in administrative meetings and planning sessions.
- Recommends policy and procedures changes. Assists the deputy in developing work procedures, reviewing safety measures and personnel hiring, training and evaluation.
- Serves as designate for the deputy in co-chairing the Virtual Library Development Group.
- Plans and manages the Virtual Library in consultation with the Marketing and Public Relations Officer and head of technical services and their staff.
- Makes recommendations to the deputy for content, design and development.
- Assists in planning of Central Library renovations and building projects.
- Provides support to Central Library coordinators and neighborhood library managers, and makes recommendations to the deputy for the distribution of surplus furniture, equipment, and floor plan modifications.
- Serves as liaison to the Audio and Braille Literacy Enhancement (ABLE, Inc.), to the Central Library coffee shop vendor, and to the Friends of the Milwaukee Public Library for the Bookseller Used Bookstore volunteers.
- Responds to requests from ABLE, Inc., the bookseller volunteers and coffee shop vendor on matter relating to facilities, security, signage, and other issues requiring Library staff approval or awareness.
- Ensures that changes in business hours or Central Library closures, or other emergency-related changes are communicated in a timely fashion to all affected parties.
- May assist the deputy with the Friends of the Milwaukee Public Library Docent group volunteers.
- Receives, investigates, evaluates, and acts upon difficult complaints and suggestions from citizens and organizations pertaining to Central Library and the WTBBL.
- Applies and interprets Library Board and city policies in complex situations.
- Supports managers in responding to comments and less difficult complaints.
- Performs other duties as assigned.

Minimum requirements include a master's degree in library science from a library school accredited at the graduate level by the American Library Association (ALA); five years increasingly responsible professional library experience, at least three years of which must have been in a public library setting and shall include increasingly responsible supervisory and administrative experience; and experience in working with community groups and organizations and special users.

One Library Public Services Area Manager oversees the youth, education and outreach services function has responsibility for planning, development, and implementation of library services for youth from birth through the age of 18, their parents, educators, child care centers, schools, nursing homes, low-income resident buildings, and other target populations in the community. These services are comprised of programming, outreach, budgeting, staffing, performance management, security, and facilities planning system-wide and at various sites throughout the city. Its'

incumbent ensures youth programming meets the needs and demands of the community and helps to advance the overall Milwaukee Public Library strategic plan. Duties and responsibilities include:

- Direct the organization and operation of Youth Services for the system including Central Library Children's Room (CLCR)
- Directs the operation of the Education & Outreach Services (EOS) unit.
- Set departmental priorities and goals and design objectives and strategies for achieving departmental and system goals.
- Supervise expenditures of all funds allocated to Youth Services.
- Implement literacy initiatives, many of them as private or government grant-funded projects, to support the MPL strategic plan, including early literacy initiatives, summer reading, and out-of-school learning opportunities.
- Direct and guide staff in the implementation of policies and procedures involving Youth Services, applying best practices when possible.
- Work collaboratively with multiple library units to successfully implement projects.
- Develop tools to measure the impact and outcomes of library services on the community and prepare annual, monthly, and special reports and statistics for MPL and to support projects.
- Act as a member of the Administrative Team and confer with teammates on items related to service programs, budgeting, policies, staff development, resource strengthening, long-range planning, and other matters affecting the quality of Youth Services.
- Oversee the work of the CLCR Management Librarian and the operations of the division.
- Supervise three Outreach Education Specialists and a Program Assistant and provide leadership for program development and services for teens, early literacy development, and school-age services in libraries and the community through the EOS unit.
- Oversee the selection and maintenance of the children's and young adult collections for the system.
- Supervise the Librarian III who is responsible for the van delivery operations and community requests for a library presence or service.
- Oversee the administration of system-wide youth programming and public services to youth and families in the branches.
- Visit branches and meet with managers and staff for each to review youth services' layout of collection and services offered.
- Collaboratively develop strategies to achieve high standards in providing resources and services to children and families at each branch.
- Model a high level of customer service and train and coach staff accordingly.
- Set performance expectations, evaluate performance and develop job descriptions.
- Plan and conduct in-service sessions and staff meetings
- Assist in developing training for staff of new technologies and initiatives.
- Participate in staff recruitment, selection, discipline, recognition, transfers, and promotions.
- Support direct reports who work with volunteers and identify new volunteer opportunities.
- Represent MPL in a knowledgeable manner on issues related to Youth.
- Services to the media, Board of Trustees, and community groups.
- Represent MPL's youth program in the community through cooperative planning with schools, community groups, library science departments, child-centered organizations, etc.
- Arrange for the creation and distribution of booklists and articles for print and online local media.
- Follow and enforce safe work procedures and accident prevention practices.
- Serve as Librarian-in-Charge over Central Library as scheduled, which includes: exercising overall supervision of public service areas, touring public service areas to ensure public service needs are being met, adjusting staff schedules, interpreting MPL policies and procedures, investigating accidents, filing accurate and timely reports, working with security personnel to maintain proper decorum and compliance with MPL's code of conduct and

other policies and procedures related to health and safety, and report activities to Administrative Team members as necessary.

- Assist with the preparation of materials for various boards, commissions, task forces, and committees.
- Assist with the development of grant applications and other funding requests.
- Stay current with professional literature and participate in professional organizations through memberships, presentation at conferences, and the submission of articles for professional journals.
- Perform other duties as assigned.

Minimum requirements include a master's degree in library science from a library school accredited at the graduate level by the American Library Association (ALA) and five years of increasingly responsible professional library experience, of which three years must have been as administrator of a major library division, coordinator in a major subject area, administrator of a large branch, or administrator of an independent community library and at least two years of work with children and youth.

Current	Librarian V	PR 1FX (\$62,338 - \$87,270)	Three Positions/ Three Auxiliary
	Library Branch Manager	PR 1EX (\$58,462 - \$81,844) Recruitment Flexibility at any point DER approval	12 Positions
	Management Librarian	PR 1EX (\$58,462 - \$81,844) Recruitment Flexibility up to \$67,815 DER approval	Six Positions
Recommended	Library Services Manager	PR 1GX (\$66,435 - \$93,010) Recruitment is at \$74,958 /any point DER approval	21 Positions/ Three Auxiliary

This report recommends eliminating the titles of Librarian V, Library Branch Manager and Management Librarian and recommends creating the classification of Library Services Manager. These title reclassifications acknowledge the level of responsibility and competency required to manage the operations of each of these programmatic areas. The pay level recommendation for this title take into consideration the cost of labor for similar positions in southeastern Wisconsin and also recommends enhanced recruitment flexibility based upon education, experience and credentials.

Each of these positions manage an organizational unit within the Milwaukee Public Library be it a specific Branch Library or one of the specific units within the Central Library that include Humanities and Arts; Business, Technology, Science, Periodicals; Ready Reference unit and Circulation Services; Adult Programming and Events; Acquisitions and Serials; Cataloging and Database Maintenance; Central Library Children's Room; Special Collections and Archives; and the Wisconsin Talking Book and Braille Library.

Twelve Library Services Managers serve as Librarian-in-Charge over of one of Milwaukee Public Library's 12 branch libraries located a various community sites. This includes management of the overall service plan, staff, customer service strategies, collection development and maintenance, services and programs, customer and community relations, and coordination of the general maintenance and security of the property. Focuses priorities to maintain an effective service program consistent with library and city goals with a bent toward meeting the needs of its immediate neighborhood. Duties and responsibilities include:

- Direct the work of and collaborate with branch staff to provide library services to visiting patrons; oversee reference and readers' advisory service to users and providing books, audiovisual materials, computerized databases, and programs which help people satisfy their needs for information, recreation, and education in a manner that exhibits commitment to high quality customer service.
- Seek opportunities to develop and enrich library services to special publics; and set priorities to maintain an effective service programs consistent with library and city goals.
- Develop and direct librarians, interns, Library Reference Assistants and Library Youth Educators who perform reference, bibliographic, community work, programming, and other services by holding regular staff meetings,

- setting goals, planning and developing performance standards, assisting staff in reaching performance standards, scheduling, coordinating, improving productivity, instructing, evaluating progresses, and recognizing outstanding performance.
- Supervise support staff in scheduling, assigning duties, recordkeeping, managing workflow and materials handling, providing training in the use of the computers, customer service, public relations, improving methods, and evaluating performance; and interpret and implement MPL policies with staff through discussion and staff meetings.
 - Apply library policies to specific library situations, taking into consideration the needs of the total library system.
 - Consult with administration on possible policy improvements.
 - Supervise expenditure of book funds allotted to the branch.
 - Prepare budget requests; oversee the execution of grant contracts; supervise the maintenance of operations records; write annual, monthly, and special reports.
 - Respond to complaints from patrons and interpret policies and procedures in order to clarify and make uniform decisions.
 - Handle the first and second steps of the grievance procedure.
 - Issue warning notices and commendation notices.
 - Make effective recommendations for disciplinary action; seek the advice of staff when developing programs, policies, and procedures; handle security issues.
 - Train and/or monitor on-site security personnel.
 - May be assigned to manage two branch libraries.
 - Read reviews of materials, bibliographies, and catalogs to identify desirable works in light of community needs determined by continuous study; review databases; appraise new books in accordance with MPL selection criteria as applied to the neighborhood served.
 - Supervises the staff in weeding.
 - Works with staff and system selectors to maintain branch collection profiles to assure appropriate and well-balanced collections.
 - Direct work on replacements, rebinds, choices of duplicate and alternate titles, and inventories.
 - Understand and provide for staff training in effective access to library databases; promote the use of MPL services and its collections through displays, book talks, booklists, reviews, blogs, bibliographies, etc.
 - Prepare or direct staff in the preparation of grant requests. Initiates contacts in the community and works with community organizations in library-connected programs.
 - Forms partnerships with neighborhood organizations and businesses for the enrichment of the communities that the library serves.
 - Participates in library sponsored TV and radio presentations as appropriate.
 - Writes bibliographic articles as required.
 - Represents the library in community organizations; speaks at meetings, keeps community leaders aware of library resources and services conducive to civic programs.
 - Contributes or approves articles about library services to community newspapers.
 - Plans and presents programs on a variety of subjects of community interest.
 - Oversees community group use of meeting room.
 - Contributes to social media about library activities.
 - Is thoroughly familiar with the library's vision, mission and strategic plan and serves in an increasingly active capacity on designated library committees to assist the library in achieving its goals.
 - Is involved on an active and ongoing basis in determining library and agency goals, and implementation.
 - Serve on system-wide committees; interpret needs of branch libraries.
 - Inform Fleet and Facilities Manager in charge of branch libraries as to care of building premises and equipment as it affects public service.
 - Supervise preservation of library property.
 - Take active part in professional association activities and keep abreast of library literature.

- Understand MPL's affirmative action responsibilities/commitments and actively assist the library in meeting its goals.
- Follow and enforce safe work procedures and accident prevention practices.
- Perform related duties as needed.

Minimum requirements include a master's degree in library science or library information science from an ALA-accredited library school and five years of recent, progressively-responsible professional librarian experience, including three years working within a library environment.

One Library Services Manager will have responsibility for the management, leadership and operation of the Humanities and Arts (Art, Music, Media, Recreation) unit at Central Library. The incumbent prepares and interprets these collections for the public, plans and presents public programs to enhance awareness of collections and services, trains and manages staff, represents the Library in the community and maintains and develops partnerships with community organizations. Also serves as Librarian-In-Charge of Central Library as assigned on weekly rotation. Duties and responsibilities include:

- Directs the organizational and operation of the Humanities and Archives, and AMR departments; sets departmental priorities and goals and designs objectives and strategies for archiving system goals.
- Supervises expenditures of all funds allocated to the departments.
- Develops programs that interpret the content and usefulness of the collections and that support the library's mission, vision and strategic plan.
- Directs and guides staff in the implementation of policies and procedures.
- Works collaboratively with multiple library units to successfully implement projects. Confers with administrative team members on current service programs, budgeting, staff development, strengthening resources, long range plan and other matters affecting the quality of departmental services.
- Collaborates and cooperates with administrators and other Central Library managers to strengthen the Central Library in its role as the state and county-wide Resource Library.
- Gathers information on the best policies and practices in similar areas from other libraries, prepares and presents narrative and statistical studies, studies of use, reports and plans; handles correspondence and through oral and written reports, keeps the administrative team members informed of activities and progress.
- Directs and coordinates librarians in the duties related to customer service, and the selection, organization and use of material and resources.
- Directs the preservation and maintenance, valuation, digitization, risk management, and disposition of materials, attempting at times to further develop and maintain a unique collection of primary materials and artifacts.
- Works with donors on enhancing the library's collection and evaluates materials for potential addition to the Special Collections.
- Guides and oversees the librarians in their section work, and in the continuous withdrawal of outdated and worn materials from the departments' circulating and reference collections, attempting at all times to maintain a balanced collection in terms of current use, historical value and subject matter.
- Serves as consultant for subject related library and bibliographic projects, particularly in areas related to Arts, Humanities, and Special Collections.
- Develops written performance expectations for staff; evaluates their performance and counsels them on the provision of high quality service, on professional development, and professional reading, writing, and speaking.
- Plans and conducts in-service sessions and staff meetings.
- Models high level of customer service, trains and supervises staff who work with volunteers; identifies new volunteer opportunities and develops job descriptions.
- Represents the library in the community.
- Develops and presents public programs to increase awareness of library services and collections.
- Writes articles or serves as a resource on articles written about departmental resources.

- Serves as liaison to the WI Marine Historical Society, Milwaukee County Genealogical Society (headquartered at the library), and the Milwaukee Road Historical Association, who support the library collections and programs using their volunteers.
- Also serves as liaison to City Records Center and supervises maintenance of City Archives located at Central Library; serves as liaison to other archive-holding institutions.
- Follows and enforces safe work procedures and accident prevention practices.
- Serves as Librarian-in-Charge of Central Library as scheduled, which includes: exercising overall supervision of public service areas; touring public service areas to ensure public service needs are being met, adjusting staff schedules, interpreting library policies and procedures, investigating accidents and filing accurate and timely reports, working with security personnel to maintain proper decorum and compliance with the library's code of conduct and other policies and procedures related to health and safety; reports activities to administrative team members as necessary.
- Assists administration with the preparation of materials for various boards, commissions, task forces, and committees.
- Assists with the development of grant applications and other funding requests.
- Stays current with professional literatures and participates in professional organizations through memberships, presentations at conferences and submitting articles for professional journals
- Performs other duties as assigned.

Minimum requirements include a bachelor's degree from an accredited college or university; a Master of Library Science from an ALA accredited library school; and seven years of increasingly responsible librarian experience of which four years shall have been in public libraries and two in a supervisory capacity.

One Library Services Manager will have responsibility for the management, leadership and operation of the Business, Technology, Science, Periodicals (BTSP) Unit for the provision of high quality services and for the selection, maintenance, and development of the Library's extensive collections in economics, business and physical sciences, natural sciences, pure sciences, health, engineering, high technology, patents, industrial standards, homemaking, and state documents. Oversees MPL's participation in the Federal Documents Depository Program. Responsible for developing and executing the library's Jobs, Business, and Economic Development Initiative in collaboration with library administration, staff, and the community. Also serves as Librarian-In-Charge of Central Library as assigned on weekly rotation. Duties and responsibilities include:

- Responsible for developing and executing the library's Jobs, Business, and Economic Development Initiative in collaboration with library administration, staff, and the community.
- Develops programs and materials; trains and schedules staff to provide educational opportunities for public job acquisition, and for new business start-up and expansion leading to economic development.
- Represents the library in the community, participates in library-produced programs as moderator, resource person, or presenter in library and community settings to maximize public awareness and use of collections and staff expertise.
- Tracks contacts/participants, develops measures of success, documents progress, and creates reports. Writes articles and serves as a resource on articles written about BTSP resources.
- Seeks grants and foundation funds as required and implements the programs. Collaborates and cooperates with other Central Library Coordinators to improve collections, programs, and services for the MPL System.
- Supervises the organization and operation of the BTSP Unit including Government Resources Units and Ready Reference units. In consultation with staff, sets unit priorities and goals and designs objectives and strategies for achieving System goals.
- Develops programs that interpret the content and usefulness of the BTSP collection and Serials and Government resources collections.
- Gathers information on the best policies and practices in similar areas from other libraries, prepares and presents narrative and statistical studies, studies of use, reports and plans; handles correspondence,

continuously looks for opportunities to streamline operations, create efficiencies, and increase productivity while maintaining high service levels.

- Directs, coordinates, and evaluates the performance of librarians and other reference staff in professional duties including the selection, organization, and use of materials and resources falling within the subject area, including book, non-book, reference, and circulating materials, and programming including outreach. Monitors book budgets.
- Guides and oversees the continuous withdrawal of outdated and worn materials from the collection, attempting at all times to maintain a balanced collection in terms of current use, historical value, subject matter, and collection development goals. Serves as consultant for BTSP-related library and bibliographic projects.
- Develops written performance standards for staff; evaluates their performance and counsels them on the maintenance of services of high quality, on self-improvement, and professional reading, writing and speaking.
- Plans and conducts in-service sessions and staff meetings.
- Models highest level of customer service, trains, and coaches staff to do the same; participates in staff recruitment, selection, transfer, and promotion.
- Serves as LIC of the Central Library as scheduled, which includes: exercising overall supervision of public service areas; touring public service areas to ensure public service needs are being met, adjusting staff schedules, interpreting library policies and procedures, investigating accidents and filing accurate and timely reports, maintaining proper decorum, reporting activities to the Public Services Area Manager as necessary.
- Provides advice and guidance to neighborhood LICs during evening and weekend hours.
- Supervises the Librarian IV responsible for the Ready Reference section and works with that individual on scheduling and decisions related to the delivery and improvement of customer service.
- Confers with the Deputy Library Director, Library Public Services Area Manager, Director of Communications and Marketing and the Personnel Officer on current service programs, budgeting, staff development, strengthening resources, long range plan, and other matters affecting the quality of service in the BTSP Unit.
- Responsible for public service at the microfilm, microfiche, and microfilm reader printers, including repairs.
- As required, assists with Central Library Services in the absence of the Library Public Services Area Manager.
- Performs other related duties as assigned.

Minimum requirements include a bachelor's degree from an accredited college or university; a Masters of Library Science from an ALA accredited library school; and five years of increasingly responsible professional librarian experience of which two years shall have been in public libraries and who in a supervisory capacity.

One Library Services Manager will have responsibility for the management, leadership and operation of Ready Reference Unit and Circulation Services of the Milwaukee Public Library and is directly responsible for the delivery of customer service and collections for the Central Library Information Desk, Ready Reference which provides telephone and in-person information services and virtual reference services utilizing chat, email, and other online and telecommunications resources. Is responsible for the quality of service provided at both the general reference and circulation service points at Central Library and makes and supports Library-wide recommendations on matters of policy and procedure. Also serves as Librarian-In-Charge of Central Library as assigned on weekly rotation. Duties and responsibilities include:

- Functions as the Manager of the Ready Reference unit, including Ready Reference, Information Desk, Virtual Reference, Email-reference and correspondence service at all points of initial public contact.
- Responsible for quality of services provided at these desks as well as development and maintenance of supporting collections, databases and associated technology.
- Responsible for staff development of all direct reports and ensures that training and evaluation is provided either directly or indirectly.
- Responsible for the staff development, training, and quality of service of cross-trained staff as it pertains to the unit service points. The incumbent interprets the services to the public, plans and presents public programs to enhance awareness of collections and services.

- Provides back-up service to patrons at these service points as needed.
- Supervises staff responsible for subject selection areas and for support to subject selector librarians in areas including Education, Paperbacks, World Language, English as a Second Language material, and the Literacy and Test Books.
- Ensures that the Circulation Manager directs, coordinates, and evaluates circulation, registration, materials handling, holds and related services for the Milwaukee Public Library System.
- Works closely with the Circulation Bureau Manager who is also responsible for the retrieval of materials from the Central Library tiers and the organization of materials in these sections, as well as stack management in public service areas of the Library.
- Consults with the Circulation Bureau Manager on circulation policies, procedures, and for the preparation of the budget for the Circulation Bureau.
- Meets regularly with other Central Coordinators, Branch Managers, and Library Services Assistants to communicate Circulation Bureau procedures and concerns.
- Develops narrative and statistical reports relating to the operation of the Circulation Bureau, including workload analyses and productivity studies. Through oral and written reports, keeps administrative team members informed of activities and progress.
- Provides statistical and circulation reports for MCFLS as specified by the Resource Library Agreement, annual reports for DPI, monthly and annual reports for the MPL, and Unique Management Services and other reports as needed by administration.
- Meets with relevant MCFLS committees to communicate MPL Circulation Bureau procedures and concerns.
- Serves as Librarian –in-Charge of the Central Library as scheduled.
- Through the Circulation Bureau Manager, indirectly oversees the Interlibrary Services Program.
- Prepares biennial budget and staffing allocation plan for review and approval by the Library Director for submittal to the Wisconsin State Department of Public Instruction (DPI) staff.
- May serve as liaison between MPL and DPI staff, and MPL and MCFLS staff.
- Performs other duties as assigned.
- May create staff schedule and/or monitor supervision for Circulation Staff. Attend, report, and respond as necessary to standing committees and ad hoc committees/work groups.

Minimum requirements include a master's degree in library and information studies or equivalent from a library school accredited by the American Library Association; and seven years of increasingly responsible professional librarian or supervisory experience, including three years working within a library environment.

One Library Services Manager works with Adult Programming and Events for the Milwaukee Public Library and is responsible for coordinating and managing the library system's repertoire of events, outreach activities, exhibits and both virtual and in-person programs that primarily target adults. The incumbent directs and guides planning, development, implementation, supervision of assigned staff, and evaluation of programs and activities that are designed to achieve the library's stated goals for customer and community outcomes. Serves as primary contact for adult programs and events as developed by library staff, Friends of the Milwaukee Public Library, and the Milwaukee Public Library Foundation. Duties and responsibilities include:

- Plans, coordinates, and implements special events, general exhibits, and both virtual and in-person programs. Develops evaluation tools to measure impact and determine outcomes.
- Is thoroughly familiar with the library's vision, mission and long range goals and assists the library in achieving both its short and long range goals through appropriate programming initiatives.
- Serves as primary contact for adult programs and events as developed by library staff, Friends of the Milwaukee Public Library, and the Milwaukee Public Library Foundation.
- Directs and coordinates reference staff and managers system-wide in developing and implementing an annual plan for programs and events that support Library goals.
- Develops proposed budget and fundraising strategy for events and programs that are not budget neutral.

- Develops and manages calendar of all adult programs as per the annual plan.
- Incorporates strategies to take advantage of new opportunities as they arise.
- Develops standard and event-specific checklists and oversees the execution thereof.
- Works in concert with branch and central managers to identify and support staff serving as program leads in coordinating logistics, developing promotional literature and implementing programs. Acts as supervisor to designated staff working on any given program.
- Provides evaluative feedback to staff and their respective managers on performance on an as needed basis.
- Seeks programs and activities that center on meeting goals identified in the strategic plan such as promoting reading citywide, teaching 21st Century Literacies, and facilitating community engagement; planning for annual events and programs and planning author events including those co-sponsored with local booksellers and other community partners.
- Initiates contacts in the community and works with community organizations in library-connected programs.
- Forms partnerships with businesses and organizations to enhance and enrich services to a shared clientele.
- Represents the library in the community and keeps stakeholders aware of benefits associated with the use of library facilities and resources.
- Cooperates and consults with Public Services Managers, Community Relations and Engagement Director, Friends of the MPL and Foundation, Administrative Support Team, Facilities and Fleet Managers, and the Volunteer Coordinator for appropriate support to successfully execute events, exhibits and programs.
- Attends high profile events to ensure successful outcome.
- Interprets library's needs and services to individuals and groups, including the media.
- Seeks and writes strategically selected library grants as they relate to exhibits and adult programming for the system.
- Serves as project manager for grants; leads cross-functional and cross-organizational teams to implement grant activities.
- Occasionally supports Education and Outreach on programming efforts targeting both teens and adults.
- Prepares and/or supervises the preparation of statistical and narrative reports indicative of public attendance at outreach events, library adult programming, and use of facilities and exhibit equipment. Reports program development and activities. Maintains essential records. Prepares monthly and annual report of activities. Handles correspondence.
- As scheduled, serves as Librarian in charge of Central Library.
- Recruits, trains and directly supervises the Community Kitchen Program Consultant, providing strategic direction, evaluation and ensuring that performance expectations are met.
- Works with donors on enhancing the library's collection and evaluates materials for potential addition to the Special Collections.
- Assists the consultant in navigating library procedures and protocols to facilitate successful execution of program plan.
- Works collaboratively with staff and managers in other departments to reserve venue spaces and equipment, determine appropriate room setup, schedule event staff and volunteers, schedule security officers, arrange for any necessary rentals, and all other items needed for use in an array of venue spaces, including a 700 seat auditorium with proscenium stage, lighting and sound equipment.
- Performs other related duties as assigned.

Minimum requirements include a master's degree in library science or an equivalent degree from an ALA-accredited graduate library school and five years of increasingly responsible professional librarian experience to include at least one year at a level comparable to a Librarian III or above.

One Library Services Manager oversees the Acquisitions and Serials Unit and is primarily responsible for the management, leadership and operation of the technical processes concerned with collection development and the firm-order and continuations purchase of books, serials, physical media and other library materials. Manages the direction, control and planning for clerical activities necessary for orderly acquisition, claiming and processing of new

materials for the library's collections. Manages the library's annual materials budget. Works with the Milwaukee Public Library Foundation and the MPL Business Office to ensure regular fund expenditures. Provides budgetary counsel to selector librarian staff and managers with regular reports of expenditures and encumbrances. Manages serials ordering, claiming and processing. Advises system selectors, subject selectors and branch selectors on the acquisition, de-accession and management of physical library materials. Serves as general liaison for external bindery service and clerical staff assigned to the Acquisitions and Serials Unit. Serves as administrator of collection development and management software programs for all locations. Provides guidance on the Milwaukee Public Library collection management plan. Facilitates collection development and maintenance for Central Library as a statewide resource library. Also serves as Librarian-In-Charge of Central Library as assigned on weekly rotation. Duties and responsibilities include:

- Supervises, directs and coordinates the selection of library materials acquired via direct and automatic order programs.
- Manages staff support for selection processes for new and replacement library materials in all formats.
- Consults with department staff to develop effective and efficient selection processes, always seeking to expedite and improve methods and procedures.
- Trains new selection staff in ordering processes, and provides managers of selector – librarians with feedback on collection management performance.
- Provides leadership in workflow analysis and implementation to optimize use of collection development and selection automated systems. Works closely with Management Librarian of Cataloging and Database Maintenance to ensure training and sharing of flexible Library Technician II staff.
- Supervise, train, evaluate, organize, schedule, and oversee work assignments of staff and manage unit workflow.
- Develops procedures, policies and public information, and technical service methodology.
- Management of unit staff includes: modeling a high level of customer service, performance management, collection counsel and participation in staff recruitment and selection.
- Conducts and approves performance appraisals and annual pay progression evaluations.
- Approves assignment of duties and work schedules. Makes recommendations on matters relative to transfer, disciplinary action, or discharge.
- Participates in departmental hiring process.
- Maintains working relationships with library materials vendors. Develops bid specifications for firm order and continuations vendor contracts.
- Serves as liaison between unsolicited author/subject requests and selector staff.
- Provides direction on data driven approach to the management and deselection of circulating library materials.
- Works with Central Periodicals Librarian and Library Managers to coordinate regular periodical reviews for Branch and Central.
- Supervises budgeting and expenditure of all funds for library materials including city, endowment, gifts, grants and MPL Foundation funds.
- Creates fund codes for library's automated acquisitions system and organizes them in an understandable format.
- Produces monthly and other reports of expenditures and encumbrances to management and selection staff.
- Monitors and controls materials expenditures to assure adherence to established appropriations.
- Provides interpretation of acquisitions and budget policies to selection staff and managers in Central and Branch systems.
- Advises appropriate management of significant over or under expenditures, or inappropriate use of funds.
- Works with selector staff to resolve issues regarding budget adherence and appropriate use of materials funds.
- Communicates policies and procedures routinely to supervised staff and internal customers.
- Writes reports and articles; participates in system wide teams and committees and assist in implementation of designated long range strategies.

- Follows and enforces safe work procedures and accident prevention practices.
- Performs as Auxiliary LIC for Central Library including limited weekday and weekend shifts.
- Occasional in person acquisition of materials from local vendors.
- Performs other duties as assigned, consistent with the functions of the work unit and level of responsibilities.

Minimum requirements include graduation from an accredited college or university; a master's degree in library science or equivalent from an ALA-accredited graduate library school; five years of increasingly responsible professional librarian experience, of which at least one year of experience must have been at a level equivalent to a Librarian III in the Milwaukee Public Library system; and two years' supervisory experience commensurate to experience with the Milwaukee Public Library.

One Library Services Manager oversees the Cataloging and Database Maintenance for the Milwaukee Public Library. Incumbent directs technical processes concerned with library materials in all formats. Supervises the direction, control and planning for professional cataloging, copy cataloging and technology support staff. Manages the activities associated with the library's contract with the Milwaukee County Federated Library System (MCFLS) for Bibliographic Control. Provides technical leadership and management oversight for the development of MPL digitization projects, in cooperation with managers from other MPL Departments. Provides statewide participation and leadership on library technical services directions. Duties and responsibilities include:

- Provides supervision of the Cataloging and Database Maintenance Unit within the Technical Services Department.
- Makes recommendations regarding hiring and promotions.
- Conducts performance appraisals and annual reviews.
- Approves assignment of duties and work schedules.
- Makes recommendations on matters relative to transfers, disciplinary actions or discharge.
- Analyzes current methods and plans, develops and implements new procedures to expedite activities relative to cataloging and database management of library materials.
- Maintains working relations with vendors that supply Bibliographic and Authority records and related services (OCLC, Marcive, WILS, etc.). As needed, develops specifications for vendor contracts to purchase records and services. Evaluates vendor contract performance and makes recommendations on preferred vendors based on those performance analyses.
- Provides broad information to library staff on cataloging and database management issues and practices.
- Serves as resource library representative for state and regional technical services practices.
- Actively participates in the networking and continuing education services such as WILs Peer Council and the Wisconsin and Illinois Innovative Users Group (WILIUG).
- Participates in the development of digital library collections, and the policies to select and implement those projects.
- Maintains knowledge of national metadata standards and schema, and interprets and adapts those in the development of local digitization projects.
- Selects appropriate metadata schema, outlines procedures and trains individuals who create metadata descriptions, and coordinates the creation and management of metadata information for each project.
- In cooperation with Library IT staff and other MPL managers, creates the infrastructure for image creation, storage, retrieval, metadata description, and presentation of digital materials in locally developed collections.
- Recommends new and modified procedures for improvements in cataloging and database management functions to MCFLS staff for dissemination at periodic MCFLS Database Maintenance Committee meetings, and for system wide implementation.
- Monitors performance and productivity statistics for contract work, and works with MPL cataloging staff to improve any areas found to be in need of improvement.
- Reviews periodic reports of cataloging & authority control activity to ensure quantity and timeliness guidelines are met.

- Provides interpretation of cataloging and authority control policies to staff and managers in Central and Extension Services, and in MCFLS member libraries.
- Monitors trends in cataloging, authority control, and electronic record loading. Recommends procedural adjustments as needed to meet changing technology and standard practices.
- Serves as library database procurement liaison.
- Provides backup supervision for Acquisitions and Serials Units in the absence of the Library Services Manager.
- Communicates policies and procedures routinely to staff supervised and internal customers.
- Writes reports and articles and prepares topical and recommended booklists.
- Participates in system wide teams and committees, and assists in implementation of designated long-range strategies.
- Knows the Library's Equality Diversity and Inclusion responsibilities and commitments and actively seeks to assist the library in meeting its goals.
- Follows and enforces safe work procedures and accident prevention practices.
- Performs other related duties as assigned.
- Performs as auxiliary Librarian-in-Charge for Central Library included limited weekday and weekend shifts.

Minimum requirements include a master's degree from a school accredited by the ALA or approved by the Milwaukee City Service Commission and five years' of increasingly responsible professional librarian experience, at least one of which must be at a level comparable to that of a Librarian III with the Milwaukee Public Library.

One Library Services Manager is primarily responsible for the management, leadership and operation of the Central Library Children's Room (CLCR) to ensure the provision of excellent customer service, programming, selection and collection maintenance. The manager is responsible for the development and implementation of system-wide library services for youth from birth through age 18, their parents, educators, and others interested in children's and teen services in the library and throughout the community. This includes helping to direct workflow of all youth services at the Branches in addition to Central. This manager assumes the responsibilities of the Library Public Services Area Manager of Youth & EOS Services in their absence. Also serves as Librarian-In-Charge of Central Library as assigned on weekly rotation. Duties and responsibilities include:

- Supervises daily operations of the Central Library Children's Room.
- Coordinates scheduling of staff for both departments to ensure efficient and effective operations; prepares schedules and approves time entry and requests for time off.
- Plans, prioritizes, assigns, supervises, and reviews the work of the CLCR staff.
- Carries out departmental priorities and goals as set forth by the Library Public Services Area Manager.
- May provide direct public service to adults, young adults, and children in the CLCR or selected agencies.
- Develops written performance expectations for staff; evaluates their performance and counsels them on the provision of high quality service, efficiencies and productivity, and professional development.
- Plans and conducts regular meetings.
- Models high level of customer service, trains and coaches staff to do the same.
- Participates in staff recruitment, selection, transfer and promotion.
- Plans and coordinates young adult services for the system, in consultation with the Library Public Services Area Manager.
- Assists with the development of programs that support the library's mission, vision, and strategic plan.
- Serves as project manager and administers the annual summer reading program and all CLCR in-house programs.
- Consults with other administrative staff members, especially the Communication and Marketing Director and Technical Services Manager, and proposes ideas and methods to increase use of the library and library materials by teens.

- Provides direction and support to the system and subject selectors in the selection and maintenance of the children's and young adults collections for the system.
- Coordinates and offers advice to staff on techniques for programs such as teen advisory boards, teen summer reading, teen read week, school and class visits, and radio and television programs.
- Coordinates staff planning committees related to young adult services as necessary.
- Keeps Library Public Services Area Manager informed of activities and progress.
- Follows and enforces safe work procedures and accident prevention practices.
- Serves as Librarian-in-Charge of the Central Library as scheduled, which includes: exercising overall supervision of public service areas; touring public service areas to ensure public service needs are being met; adjusting staff schedules; interpreting library policies and procedures; investigating accidents and filing accurate and timely reports, working with security personnel to maintain proper decorum and compliance with the library's code of conduct and other policies and procedures related to health and safety.
- Reports activities to administrative team members as necessary.
- Gathers information on the best policies and practices in similar areas from other libraries.
- Writes articles for publication.
- Compiles bibliographies for public distribution.
- Assists with grants and special projects.
- Initiates, writes, follows through on, and evaluates adult, young adult, or juvenile grant funded projects including internal program grants, Friends of the Library Material Grants, and other outside grant funded projects.
- Serve as library liaison to community leaders, adults, and organizations serving youth.
- Helps coordinate logistics for CLCR projects to ensure continuity of operations.
- Keeps abreast of library literature and contributes to the growth and development of the library and of the profession by participating in conferences and in the work of professional associations and by becoming involved in community affairs.
- Performs other duties as assigned.

Minimum requirements include a Master of Library Science from an ALA accredited school; and five years of increasingly responsible professional librarian experience to include at least one year at a level comparable to a Librarian III at the Milwaukee Public Library, preferably in work with children and young adults.

One Library Services Manager is primarily responsible for the management, leadership and operation of the Special Collections and Archives Unit at Central Library. The incumbent prepares and interprets the Special Collections for the public; plans and presents public programs to enhance awareness of the collections and services; trains and manages staff; represents the Library in the community and maintains and develops partnerships with community organizations. Also serves as Librarian-In-Charge of Central Library as assigned on weekly rotation. Duties and responsibilities include:

- Coordinates scheduling of staff to ensure efficient and effective operations; prepares schedules and approves time entries and requests for time off.
- Plans, prioritizes, assigns, supervises and reviews the work of the support staff and that of the volunteers to report to them.
- Carries out departmental priorities and goals and may provide direct public service for the department.
- Assists with the development of programs that interpret the content and usefulness of the section and that supports the library's mission, vision, and strategic plan.
- Implement priorities for archival and special collections projects.
- Provides support in the development of collection policy for each special collection; helps develop preservation goals; and implements solutions for storage and access to special collections.
- Creates, reviews, and updates procedures related to special collections.
- Works with donors on enhancing the library's collection and evaluates materials for potential addition to the

Special Collections.

- Directs the preservation and maintenance, valuation, digitization, risk management, and disposition of materials, attempting at times to further develop and maintain a unique collection of primary materials and artifacts.
- Makes recommendations for retention and deaccession of materials in special collections.
- Directly responsible for the MPL Archive and Local History Manuscripts.
- Prepares regular narrative and statistical reports.
- Serves as consultant for archives-related library and bibliographic projects.
- Develops written performance expectations for staff; evaluates their performance and counsels them on the provision of high quality service, efficiencies and productivity, and professional development.
- Plans and conducts regular meetings.
- Models high level of customer service, trains and coaches staff to do the same.
- Participates in staff recruitment, selection, discipline, recognition, transfer and promotion.
- Provides direction and support to the volunteers serving under the incumbent's direct reports.
- Follows and enforces safe work procedures and accident prevention practices.
- Serves as Librarian-in-Charge of the Central Library as scheduled, which includes: exercising overall supervision of public service areas; touring public service areas to ensure public service needs are being met; adjusting staff schedules; interpreting library policies and procedures; investigating accidents and filing accurate and timely reports, working with security personnel to maintain proper decorum and compliance with the library's code of conduct and other policies and procedures related to health and safety.
- Reports activities to administrative team members as necessary.
- Assists Library Public Services Area Manager at Central in reviewing and evaluating donated items of art and significant objects for potential acquisition; coordinates all related acquisition activities and procedures.
- Serves as the point person for matters related to copyright and fair use. Fields use permission request for library materials, including from Special Collections.
- Under the direction of the Library Public Services Area Manager for Central Library, and the MPL Library Director, this position serves as registrar for loans for exhibition purposes of library materials, including from Special Collections.
- Represents the library in the community and serves as liaison with arts-related organizations.
- Assists with grants and special projects.
- Performs other duties as assigned.

Minimum requirements include a master's degree in library science or an equivalent degree from an ALA-accredited graduate library school; demonstrated knowledge and appreciation of the arts; and five years of increasingly responsible professional librarian experience to include one year at a level comparable to Librarian III at the Milwaukee Public Library.

One Library Services Manager is primarily responsible for the management and leadership of the Wisconsin Talking Book and Braille Library (WTBBL) with overall responsibility for exceptional service provided to individuals with a vision impairment, physical or reading disability. This manager works to promote and provide accessible services and materials to eligible patrons. The manager collaborates with regional Library organizations and directors of regional blindness/disability service agencies to promote the resources and programs provided by the Wisconsin Talking Book and Braille Library, which serves over 6,000 patrons annually. The manager serves as Regional Librarian representing WTBBL as part of the National Library Service (NLS) for the Blind and Physically Handicapped and promoted the resources of the NLS Talking Book program. The manager also liaises with Wisconsin Department of Public Instruction and with Audio and Braille Literacy Enhancement (ABLE). Also serves as Librarian-In-Charge of Central Library as assigned on weekly rotation. Duties and responsibilities include:

- Serves as Regional Librarian representing WTBBL as part of the National Library Service for the Blind and Physically Handicapped. As part of these responsibilities: participates in local, regional and national library

conferences related to the NLSBPH network; prepares and submits annual/semi-annual reports to local, state and federal agencies; and develops and implements departmental plans for WTBBL services to address present and future community needs.

- Supervise, train, evaluate, organize, schedule, and oversee work assignments of staff and manage unit workflow.
- Develops procedures, policies and public information, and reference service methods used.
- Management of unit staff includes: modeling a high level of customer service, performance management, and participation in staff recruitment and selection.
- Collaborates with local, regional, state agencies to provide and promote the resources and services of the NLS Talking Book program.
- May serve as Library liaison with the Wisconsin Department of Public Instruction and with Audio and Braille Literacy Enhancement (ABLE).
- Represents WTBBL services to statewide targeted audiences including librarians, service providers, and eligible patrons.
- May make presentations or exhibit at outreach events.
- Coordinates acquisition of materials and equipment appropriate to the services provided; oversees maintenance/renewal of annual service agreements/licenses for WTBBL operations.
- Prepares unit budget and fiscal requests.
- Enforces safe work procedures and accident prevention practices.
- May serve as Librarian-in-Charge (Central Library) as scheduled on weekdays or weekends.
- Keeps informed and up-to-date with changing technology related to services for individuals with vision impairments and physical disabilities.
- Performs other duties as assigned, consistent with the functions of the work unit and level of responsibilities.

Minimum requirements include a master's degree in library science or equivalent from an ALA-accredited graduate library school; five years of increasingly responsible professional librarian experience of which at least one year of experience must have been at a level equivalent to a Librarian III in the Milwaukee Public Library system; and two years' supervisory experience commensurate to experience with Milwaukee Public Library.

Current	Librarian IV	PR 2GX (\$51,469 - \$72,063) Recruitment is at \$55,588 /up to \$59,706 with DER approval	Underfill Title
Recommended	Library Services Assistant Manager	PR 1EX (\$58,462 - \$81,844) Recruitment is at \$70,054 /any point DER approval	Underfill Title

This report recommends elimination of the Librarian IV title for which there is no current position authority and recommends the creation of an underfill title of Library Services Assistant Manager. This title would allow Library leadership to temporarily promote an employee to perform most but not all responsibilities of a Library Services Manager thereby providing management oversight of a specific Library programmatic area. The pay level recommendation for this title takes into consideration the cost of labor for similar positions in southeastern Wisconsin. This report also recommends enhanced recruitment flexibility based upon education, experience and credentials.

A Library Services Assistant Manager is responsible for coordinating and managing the library system's repertoire of events, programs, outreach activities, and exhibits that primarily target adults. This position will direct and oversee planning, development, implementation, and evaluation of programs and activities that are designed to achieve the library's stated goals for customer and community outcomes. Duties and responsibilities include:

- Reporting to the Library Services Manager or higher level manager, the incumbent plans, coordinates, manages, and implements special events, general exhibits, and programs.
- Develops evaluation tools to measure impact and determine outcomes.

- Is thoroughly familiar with the library's vision, mission and long range goals and assists the library in achieving both its short and long range goals through appropriate programming initiatives.
- Serves as primary contact for all adult programs and events as developed by library staff, Friends of the Milwaukee Public Library, and the Milwaukee Public Library Foundation.
- Engages reference staff and managers system-wide in developing and implementing an annual plan for programs and events that support Library goals.
- Develops proposed budget and fundraising strategy for events and programs that are not budget neutral.
- Develops and manages calendar of all adult programs as per the annual plan. Incorporates strategies to take advantage of new opportunities as they arise.
- Develops standard and event-specific checklists and oversees the execution thereof.
- Works in concert with branch and central managers to identify and support staff serving as program leads in coordinating logistics, developing promotional literature and implementing programs.
- Acts as supervisor to designated staff working on any given program.
- Provides evaluative feedback to staff and their respective managers on performance on an as needed basis.
- Seeks programs and activities that center on meeting goals identified in the strategic plan such as promoting reading citywide, teaching 21st Century Literacies, and facilitating community engagement; planning for annual events and programs such as Black, Hispanic, and Women's History months; and planning author events including those co-sponsored with local booksellers and other community partners.
- Assists the Education and Outreach unit in staffing community events requests and seeks additional outreach opportunities for the library that are strategic and supports the library's priorities.
- Occasionally supports Education and Outreach on programming efforts targeting both teens and adults.
- Works collaboratively with staff and managers in other departments to reserve venue spaces and equipment, determine appropriate room setup, schedule event staff and volunteers, schedule security officers, arrange for any necessary rentals, and all other items needed for use in an array of venue spaces, including a 700 seat auditorium with proscenium stage, lighting and sound equipment.
- Initiates contacts in the community and works with community organizations in library-connected programs.
- Forms partnerships with businesses and organizations to enhance and enrich services to a shared clientele.
- Represents the library in the community and keeps stakeholders aware of benefits associated with the use of library facilities and resources.
- Cooperates and consults with Library Public Services Area Managers, Communications and Marketing Director, Friends of the MPL and Foundation, Secretarial Support, Facilities and Fleet Managers, and the Volunteer Coordinator for appropriate support to successfully execute events, exhibits and programs.
- Attends high profile events to ensure successful outcome.
- Interprets library's needs and services to individuals and groups, including the media.
- Seeks and writes strategically selected library grants as they relate to exhibits and adult programming for the system.
- Prepares and/or supervises the preparation of statistical and narrative reports indicative of public attendance at outreach events, library adult programming, and use of facilities and exhibit equipment.
- Reports program development and activities.
- Maintains essential records. Prepares monthly and annual report of activities. Handles correspondence.
- As scheduled, serves as Librarian-in-charge of Central Library.
- Performs other related duties as assigned.

Minimum requirements include a master's degree in library science or an equivalent degree from an ALA-accredited graduate library school; and five years of increasingly responsible professional librarian experience to include one year at a level comparable to a Librarian III.

Current	Librarian III	PR 2FN (\$48,294 - \$67,616) Recruitment is at \$52,159 /up to \$56,023 with DER approval	52 Positions
	Librarian II	PR 2EN (\$45,306 - \$63,426) Recruitment is at \$48,930 /up to \$52,554 with DER approval	12 Positions
	Librarian I	PR 2DN (\$42,500 - \$59,498) Recruitment is at \$45,900 /up to \$49,299 with DER approval	Underfill Title
	Librarian Associate	PR 2BN (\$37,425 - \$52,391) Recruitment is at \$40,419 /up to \$43,412 with DER approval	Four Positions
	New Position		One Position
Recommended	Librarian III	PR 2GN (\$51,469 - \$72,063) Recruitment is at \$65,471 /any point DER approval	69 Positions
	Librarian II	PR 2FN (\$48,294 - \$67,616) Recruitment is at \$61,188 /any point DER approval	Underfill Title
	Librarian I	PR 2EN (\$45,306 - \$63,426) Recruitment is at \$57,185 /any point DER approval	Underfill Title
	Librarian Associate	PR 2CN (\$39,881 - \$55,825) Recruitment is at \$48,500 /any point DER approval	Underfill Title

This report recommends retaining the current titles of Librarian III, II, I, and Associate but recreating the series as a career progression model. With each ascending title, there is an increased level of responsibility, additional and more complicated duties, as well as higher minimum competencies and requirements. The Librarian III title serves as the highest position authority level for this series. The titles of Librarian Associate, I, and II serve as underfill titles and each incumbent may be promoted through this title series based upon evidence of achieving higher level competencies and meeting minimum experience requirements. MPL will retain four (4) positions of Librarian Associate. These minimum requirements and competencies will be created through collaboration between Library and Employee Relations Staffing leadership.

Pay level recommendations for these titles in the chart above take into consideration the cost of labor for similar positions in southeastern Wisconsin. This report also recommends enhanced recruitment flexibility based upon education, experience and credentials.

Implementation of this new career progression model will be separated into two distinct parts:

- Effective with the implementation date of the report – incumbents will be reclassified into the new pay ranges and retain their current title.
- Promotion movement through this series of titles will be determined by Library leadership based upon each incumbent's demonstrated competency level and experience and may result in a recommendation for promotion. This type of promotion is considered a Rule IV-Section 6 promotion under the City Service Commission Rules. These promotion recommendations must be approved by Employee Relations. Later in 2021, Library leadership will provide employees with the criteria (minimum requirements/credentials/competencies) for promotion through the title series. Consideration of employees for these promotions will begin in 2022.

The following descriptions summarize the current responsibilities, minimum competencies and requirements for each title:

Under general supervision, a Librarian III performs bibliographic, reference, and reader advisory work of the most complex and responsible nature, represents the library in the community at a high level of competence and authority, and initiates and participates in programs which extend the services of the library to the community. Plans within the framework of the overall library program, goals and objectives to be carried out in a particular specialized area, and

ensures that they are implemented. Assignments require an exercise of initiative and judgment commensurate with full development as a professional librarian, including the need to know completely and utilize fully the resources and various programs and agencies of the library system in meeting user needs. Regularly serves as Librarian-in-charge when assigned to a neighborhood library. Duties and responsibilities include:

- Assists adults, young adults, and children in the selection and location of print and non-print materials and information, and in the use of the online catalog, electronic databases, the Internet, microform, and other indexes, bibliographies, and reference tools.
- Proactively assists the public with self-service resources including checkout, photocopiers, printers, computers, software applications, e-commerce, online registration, and holds- pickup.
- Conducts thorough reference interviews; performs ready reference and general reference services usually of a complex nature; trains and advises other librarians and reference staff in these areas of service.
- Provides readers advisory service to adults and youth using appropriate reference tools and personal and professional knowledge of readers, collections, genres, popular and newsworthy titles.
- Conducts interviews to determine reading interests to facilitate appropriate recommendations.
- Alerts users to the community's organizations and functions, which may be of assistance to them.
- Writes reviews.
- Sets up displays or regular exhibits.
- Plans and implements within the framework of the overall library program, the development of the collection in a broad subject unit, area of materials, or a neighborhood library. This includes selecting books, pamphlets, documents, periodicals, multimedia, electronic reference resources, and other related materials; evaluates the collection in terms of value, obsolescence and physical condition; recommends policies and procedures for the selection and retention of materials and for the most effective servicing of materials; organizes and/or classifies library materials requiring the highest degree of knowledge and competence.
- Leads or assists in the creation and maintenance of library data files such as online indices and digital collections.
- Oversees a specific service program or selection area.
- Supervises, trains, and guides the development of staff.
- Assumes full responsibility for operation of a selected library service program, such as Children's Services, and for other duties as required.
- Plans and implements local library programs; coordinates multi-unit programs. Is thoroughly knowledgeable of community resources and demographics; determines needs in areas served for the purpose of using these resources and those of the library to meet customer needs; initiates plans and promotes programs to disseminate information about library materials and services available to individuals and groups in the community; prepares media lists and bibliographies, prepares material for publication; represents the library in informational, educational, and cultural activities of the community by speaking and serving on committees; prepares library materials for the use of groups; works closely with the Branch Manager, Public Services Area Manager and Communications and Marketing Coordinator in these areas of service.
- Serves as liaison to the community in actively promoting special library services and resources such as the literacy programs.
- Maintains contact with community groups to inform them of library services. Is thoroughly familiar with the library's vision, mission and long-range goals and serves in an increasingly active capacity on designated library committees to assist the library in achieving both its short and long range goals.
- Is involved on an active and ongoing basis in determining library and agency goals and implementing them.
- Initiates, writes, follows through on, and evaluates adult, young adult, or juvenile grant-funded projects including internal program grants, Friends of the Library materials grants, and other outside grant-funded projects.
- When assigned to a neighborhood library, often serves as Librarian-in-Charge in the absence of the manager.
- As assigned to neighborhood libraries, becomes familiar with and, as required, supervises clerical routines including registration of borrowers; handling of overdue notices and reserves; charging, discharging, shelving books, and maintaining circulation records.

- Assists in training and supervising Librarians I and II, Library Services Assistants, Library Reference Assistants, Librarian Interns and clerical personnel.
- Provides emergency assistance at locations throughout the system as needed.
- Contributes to the growth and development of the library and of the profession by participation in conferences and in the work of professional associations, by writing for professional journals, and by becoming involved in community affairs. Correlates these activities to serve the goals of the library.
- Informs other librarians on the staff of significant trends and developments in the area of specialization.
- Performs other related duties as required.

Minimum requirements include a master's degree in library science or an equivalent degree from an ALA-accredited graduate library school; and four years of professional librarian experience, at least two of which must be as a Librarian II or its equivalent.

Under general supervision, a Librarian II is responsible for performing bibliographic, reference, and reader advisory work of more than average difficulty and responsibility, and to develop ways to extend the services of the library to the community through programs, information gathering and knowledge of community needs. Assignments are aimed primarily at developing in the librarian a broad experience in a variety of service assignments and special subject knowledge. Regularly serves as Librarian-in-charge when assigned to a neighborhood library. Duties and responsibilities include:

- Assists adults, young adults, and children in the selection and location of print and non-print materials and information, and in the use of the online catalog, electronic databases, the Internet, microform, and other indexes, bibliographies, and reference tools.
- Proactively assists the public with self-service resources including checkout, photocopiers, printers, computers, software applications, e-commerce, online registration, and holds-pickup.
- Conducts appropriate reference interviews, performs ready reference and general reference services of more than average difficulty.
- Provides readers advisory service to adults and youth using appropriate reference tools and personal and professional knowledge of readers, collections, genres, popular and newsworthy titles.
- Conducts interviews to determine reading interests to facilitate appropriate recommendations.
- Alerts users to the community's organizations and functions, which may be of assistance to them. Writes reviews. Sets up displays or regular exhibits.
- Recommends library materials such as books, pamphlets, periodicals, multimedia, electronic reference resources, technology, etc., for inclusion in or withdrawal from the collections, either by gift or purchase; facilitates such inclusion by preliminary review and organization of available materials keeping in mind community needs and collection goals.
- Organizes and/or classifies library materials; assists in the creation and maintenance of library data files such as online indices and digital collections.
- Is knowledgeable about community resources and demographics; determines needs in areas served for the purpose of using these resources and those of the library to meet customers' needs; initiates, plans, promotes and presents programs to disseminate information about library materials and services available to individuals and groups in the community; prepares media lists and bibliographies; prepares articles for publication; represents the library in informational, educational, and cultural activities of the community by speaking and serving on committees; prepares library materials for the use of groups.
- Plans and implements local library programs; serves on committees that plan and coordinate multi-unit or system-wide programs.
- Creates and organizes information from community and/or library resources such as Desk Directory of Officials (DDO), literacy collections and others to meet the needs of staff and the public.
- Is knowledgeable about special library services and resources such as literacy programs, and actively promotes their use.

- Assists in maintaining contact with community groups to inform groups of library services and/or gather information from them for resources files.
- Is familiar with the grant process for initiating special adult, young adult or juvenile programming and is capable of developing such grant proposals either on an individual basis or as a team member.
- Is familiar with the library's vision, mission and long-range goals and is actively involved in seeking means to implement them.
- Serves in an active capacity on designated library committees to assist the library in achieving both its short and long-range goals.
- When assigned to a neighborhood library, may serve as librarian-in-charge in the absence of the manager and senior librarian staff.
- Provides emergency assistance at locations throughout the system as needed.
- As assigned to neighborhood libraries, becomes familiar with and, as required, supervises clerical routines including registration of borrowers; handling of overdue notices and reserves; charging, discharging, shelving books, and maintaining circulation records.
- Assists in training and supervising Librarians I's, Library Services Coordinators and other clerical personnel.
- Informs other librarians on the staff of significant trends and developments in a particular subject field or other area of reading interests.
- Attends and participates in library-related conferences and reads professional literature.
- Performs other related duties as required.

Minimum requirements include a master's degree in library science or equivalent from an ALA-accredited graduate library school and two years of professional post MLS librarian experience.

Under immediate supervision, a Librarian I performs basic bibliographic, reference, reader advisory and program work, with an increasing acceptance of responsibility. Regularly serves as Librarian-in-charge when assigned to a neighborhood library. Duties and responsibilities include:

- Assists adults, young adults, and children in the selection and location of print and non-print materials and information, and in the use of the online catalog, electronic databases, the Internet, microform, and other indexes, bibliographies, and reference tools.
- Proactively assists the public with self-service resources including checkout, photocopiers, printers, computers, software applications, e-commerce, online registration, and holds-pickup.
- Conducts appropriate reference interviews; performs ready reference and general reference services.
- Provides readers advisory service to adults and youth using appropriate reference tools and personal and professional knowledge of readers, collections, genres, popular and newsworthy titles.
- Conducts interviews to determine reading interests to facilitate appropriate recommendations.
- Alerts users to the community's organizations and functions, which may be of assistance to them.
- Writes reviews.
- Sets up displays or regular exhibits.
- Recommends library materials such as books, pamphlets, periodicals, multimedia, electronic reference resources, technology, etc., for inclusion in or withdrawal from the collections either by gift or purchase; facilitates such inclusion by preliminary review and organization of available materials keeping in mind community needs and collection goals.
- Organizes and/or classifies library materials; assists in the creation and maintenance of library data files such as online indices and digital collections.
- Assists in the creation and organization of information from community and/or library resources, literacy collections and others to meet users' needs.
- Becomes knowledgeable about resources and actively promotes their use. Is familiar with the library's vision, mission and long range goals and is actively involved in seeking means to implement them.

- Serves in an active capacity on designated library committees to assist the library in achieving both its short term and long range goals. Is knowledgeable about community resources and demographics; determines needs in areas served for the purpose of using these resources and those of the library to meet customer needs.
- Assists in planning, publicizing and presenting programs which promote library materials and services available to individuals and groups in the community; prepares media lists and bibliographies; prepares material for articles as requested by the supervisor.
- Becomes familiar with the grant process for initiating special adult, young adult, or children's programming and is capable of developing such grant proposals either on an individual basis as a member of a team.
- When assigned to a neighborhood library, may serve as Librarian-in-Charge in the absence of the manager or senior librarian staff.
- Provides emergency assistance at locations throughout the system as needed.
- As assigned to neighborhood libraries, becomes familiar with and, as required, supervises clerical routines including registration of borrowers; handling of overdue notices and reserves; charging, discharging, shelving books, and maintaining circulation records.
- Attends and participates in library related conferences and keeps current with professional literature.
- Performs other related duties as required.

Minimum requirements include a master's degree in library science or an equivalent degree from an ALA-accredited graduate library school.

Under the direct supervision of a librarian unit supervisor in the Central Library or a Branch, a Librarian Associate may perform any or all of the following duties: assist readers, adults, young adults, and children in the selection and location of print and non- print information and materials and in the use of the online catalog, Internet, electronic databases, microform and other indexes, bibliographies, reference tools, and computers; answer reference questions; assist with selection of library materials for inclusion in the collection; perform collection maintenance; assist in developing and implementing programs that engage individuals and groups; represent the library through community outreach opportunities; serve on library committees; prepare bibliographies; perform paraprofessional tasks, and perform other duties as assigned. Duties and responsibilities include:

- Provides reference and reader's advisory services both in person and by telephone, and at Central by email and IM. Answers directional questions, and locates requested materials.
- Searches indexes, bibliographies, and other reference sources in response to patrons' requests; retrieves materials as requested; determines availability of materials by using the library online catalog, databases and print indexes.
- Proactively assists the public with self-service resources including checkout, photocopiers, printers, computers, software applications, e-commerce, online registration, and holds-pickup.
- Alerts users to the community's organizations and functions, which may be of assistance to them.
- Provides technical support and assistance to staff and public, such as simple maintenance and basic troubleshooting of computer, printers, fax and photocopiers.
- At a branch, may serve as agency computer contact person for Technical Services.
- Provides collection development support, which may include reviewing Missing Lists and other reports generated through County Cat, updating location codes, printing labels, and distributing books.
- May handle and prepare books, periodicals, and other materials for shelving or binding.
- May assist with standing order and serial replacement.
- Creates and maintains various files and indexes.
- At Central generates create lists reports.
- Provides program support for librarian staff including participation in planning, scheduling, and delivery of programs under the supervision and guidance of a librarian.
- Under close supervision of a librarian, may assist with materials selection, weeding and collection development.
- Serves on committees as assigned.

- Attends staff meetings.
- Participates in professional development and training.
- Keeps statistical information.
- Provides emergency assistance at locations throughout the system as needed.
- Restocks materials for public distribution.
- Performs minor repairs of material.
- Stocks tax forms and coordinates statistics relating to tax help.
- Posts bulletin boards at a neighborhood library.
- Maintains files of current events schedules.
- Maintains meeting room schedule and related materials.
- Maintains file of permits and license applications.
- Develops displays.
- Performs other related duties as assigned.

Minimum requirements include a bachelor's degree from an accredited college or university; and current enrollment or acceptance for enrollment in a graduate library school accredited by the American Library Association (ALA). Librarian Associates have a maximum of 5 years to serve in the title as they complete their MLIS degree.

Current	Library Volunteer Coordinator	PR 2DN (\$42,500 - \$59,498)	One Position
Recommended	Library Volunteer Coordinator	PR 2EN (\$45,306 - \$63,426) Recruitment is at \$50,742 /any point DER approval	One Position

This report recommends an increase in pay range that takes into consideration the cost of labor for similar positions in southeastern Wisconsin. This report also recommends enhanced recruitment flexibility based upon education, experience and credentials.

The Library Volunteer Coordinator coordinates the Library's Volunteer Program including recruiting, interviewing, selecting, training and placing, and recognizing volunteers; develops and implements program goals and objectives; and implements methods to sustain participation; maintains records; assists in promoting the Library's Volunteer Program and Library special events through public speaking and participation in community events and activities; and performs a variety of tasks to support program efforts. Duties and responsibilities include:

- Coordinates and oversees the Library's Volunteer Program.
- Assists in assessing volunteer needs throughout the Library system.
- Recruits through community outreach to various organizations and agencies throughout the city, processes applications, interviews, selects volunteers and determines knowledge, skills and abilities for each assignment.
- Manages all necessary correspondence in a timely manner.
- Determines suitability of assignment based on the assessment process, matching volunteers to assignment(s) working closely with managers.
- Plans, directs and facilitates orientation for new volunteers; coordinates on-the-job and other required training between staff and volunteers.
- Addresses performance deficiencies.
- Manages the volunteer relationship through termination of assignments.
- Maintains listing of positions within branches and Central Library.
- Attends large Library events to provide support and coordination of volunteers working at events, including Library Loud Days, MLK Day Celebration, and Browsers Book Bash.

- Maintains contact with volunteers throughout their tenure with the library through direct communication, via in person, telephone and e-mail contact.
- Maintains a volunteer handbook and ensures each volunteer receives a copy.
- Manages and develops policies for general volunteers and partner organizations including The Book Seller, ABLE, and the Marine Society.
- Works with the Library Communications and Marketing unit to prepare brochures and marketing tools to publicize and advertise programs and to attract volunteers; assists with social media content and posting, content management on mpl.org especially related to volunteer and job opportunities.
- Responds to general inquiries from the public and staff regarding library events and programs, including outreach.
- Maintains appropriate files.
- Serves on system-wide committees.
- Maintains volunteer database; creates and retains accurate and complete records of work performed; prepares clear and concise monthly and annual reports to monitor the success of the volunteers and the program; prepares statistical reports as required.
- Develops and implements activities and programs to promote formal and informal volunteer recognition, motivation and retention; develops and maintains positive relationships with volunteers.
- Performs other duties as assigned.

Minimum requirements include a bachelor's degree in education, public administration or liberal arts with an emphasis in social services; three years of professional experience in a public service organization; and the ability to travel to branches and meetings as required.

Current	Library Reference Assistant	PR 2BN (\$37,425 - \$52,391) Recruitment is at \$40,419 /up to \$43,412 with DER approval	10 Positions
Recommended	Library Reference Assistant	PR 2CN (\$39,881 - \$55,825) Recruitment is at \$48,500 /any point DER approval	10 Positions

This report recommends an increase in pay range that takes into consideration the cost of labor for similar positions in southeastern Wisconsin. The recommended range is comparable to that of the previously classified Library Copy Cataloging Specialist. This report also recommends enhanced recruitment flexibility based upon education, experience and credentials.

Under the direct supervision of the Library Services Manager, a Library Reference Assistant performs public service duties at the reference desks of assigned library as well as a variety of non-public duties, which affect the quality of service to the public. At a branch, serves as needed as staff person in charge of opening or closing the library. Duties and responsibilities include:

- Provides reference and reader's advisory services both in person and by telephone, and at Central by email and IM.
- Answers directional questions, and locates requested materials.
- Searches indexes, bibliographies, and other reference sources in response to patrons' requests; retrieves materials as requested; determines availability of materials by using the library online catalog, databases and print indexes.
- Proactively assists the public with self-service resources including checkout, photocopiers, printers, computers, software applications, e-commerce, online registration, and holds-pickup.
- Alerts users to the community's organizations and functions, which may be of assistance to them.
- Provides collection development support, which may include reviewing Missing Lists and other reports generated through CountyCat, updating location codes, printing labels, and distributing books.

- May handle and prepare books, periodicals, and other materials for shelving or binding.
- May assist with standing order and serial replacement.
- Creates and maintains various files and indexes.
- At Central, generates create lists reports and provides scheduling assistance.
- Provides program support for librarian staff including participation in planning, scheduling, and delivery of programs under the supervision and guidance of a librarian.
- Under close supervision of a librarian, may assist with materials selection, weeding and collection development.
- Provides technical support and assistance to staff and public, such as simple maintenance and basic troubleshooting of computer, printers, fax and photocopiers.
- At a branch, may serve as agency computer contact person for Technical Services.
- When assigned to a neighborhood library, may serve as Librarian-in-Charge in the absence of the manager and librarian.
- Serves on committees as assigned.
- Attends staff meetings.
- Participates in professional development and training.
- Keeps statistical information.
- Provides emergency assistance at locations throughout the system as needed.
- Restocks materials for public distribution.
- Performs minor repairs of materials.
- Stocks tax forms and coordinates statistics relating to tax help.
- Posts bulletin boards at a neighborhood library.
- Maintains files of current events schedules.
- Maintains meeting room schedule and related materials.
- Maintains file of permits and license applications.
- Develops displays.
- Performs other related duties as assigned.

Minimum requirements include a bachelor's degree in any related major from an accredited college or university and completion of a three credit reference course from an accredited school within one year from date of appointment.

Current	Library Business Manager	PR 1DX (\$54,865 - \$76,806)	One Position
Recommended	Library Business Manager	PR 1FX (\$62,338 - \$87,270) Recruitment is at \$68,571 /any point DER approval	One Position

This report recommends reclassifying the Library Business Manager as the responsibilities and competencies of this position are now comparable to those of the Business Operations Manager in Neighborhood Services in Pay Range 1FX (\$62,338 - \$87,270). The recommended minimum recruitment rate of \$68,571 takes into consideration the cost of labor for similar positions in southeastern Wisconsin. This report also recommends enhanced recruitment flexibility based upon education, experience and credentials.

The Library Business Manager is responsible for ensuring financial and service delivery systems can effectively oversee Milwaukee Public Library (MPL) support operations at 14 unique facilities housing over 5 million materials, managing and maintaining MPL's accounting and financial procedures, planning and developing materials for the City of Milwaukee's budget process, overseeing financial systems and projects, and providing fiscal analysis of programs system wide. Duties and responsibilities include:

- Analyze financial and accounting system assessments.

- Audit compliance reports, abiding by library board rules and regulations, MPL system law, and state statute, chapter 43.
- Oversee grant funding; establish priorities for library management review of financial policy and budgeting systems projects and monitor progress toward completion of projects.
- Work with auditors; and provide control of accounting systems for the MPL trust and gift funds.
- Prepare, compile, and track expenditures for the Milwaukee Public Library department budget; provide budget and revenue estimates and revisions; ensure regular auditing of grant funding allocations; monitor expenditure and revenue forecasting and salary projections; and assist in discussions with the Department of Administration regarding the budget process.
- Draft policies and procedures relative to departmental business functions; and plan, develop, and perform necessary analysis of information and processes to respond to financial planning and budget requests from management, the Board of Trustees, and staff members.
- Prepare reports for management, sub-committees, and the Board of Trustees regarding financial status of library operations and various funding sources.
- Communicate areas of operational concern; and recommend appropriate action as result of such reviews, including policy changes and funding proposals.
- Supervise staff members responsible for accounting functions.
- Utilize a logical approach to direct and review work; determine priorities and deadlines; and assign duties related to monitoring budgets, grants, and revenues.
- Perform other duties as assigned including maintaining data and records for Milwaukee Public Library in accordance with prescribed city and MPL board policies.

Minimum requirements include a bachelor's degree from an accredited college or university in public administration, business administration, or a closely related field and three years of progressively responsible experience in financial management, policy analysis, or governmental budget development.

Current	Personnel Payroll Assistant II	PR 6HN (\$37,080 - \$41,863) Recruitment is at \$37,830	One Position
Recommended	Personnel Payroll Assistant III	PR 5EN (\$40,501 - \$46,724)	One Position

The duties of this position are comparable to those the current Personnel Payroll Assistant III with responsibilities backed up between the two positions. This report therefore recommends reclassifying the position to the comparable level.

This Personnel Payroll Assistant III performs payroll, administrative and other HR-related functions for the Milwaukee Public Library in compliance with the City of Milwaukee's Salary Ordinance, Positions Ordinance and other payroll and HR rules and regulations. The incumbent of this position is primarily responsible for the accurate and time sensitive preparation and maintenance of confidential human resources related data and records for the staff of the Milwaukee Public Library System. Duties and responsibilities include:

- Coinciding with the bi-weekly payroll cycle, prepares and assembles data and supporting documents on all personnel transactions and accurately inputs employee information in City's Human Capital Management system including new hires, pay increases (mass rate changes, merit-based, etc.), promotions, address changes and separations; continuously monitors the accuracy of all personnel data.
- Monitors changes to the Positions Ordinance, Salary Ordinance, & other records affecting the Library.
- Establishes and updates vacation and salary anniversary dates; computes annual vacation eligibility and seniority lists based on service credit.
- Prepares bi-weekly action sheet of all personnel actions and related reports.
- Processes pending/active leaves and troubleshoots problems regarding employee status.
- Prepares and maintains employee location cards, general HR files, personnel, payroll, and medical files.

- Responds to requests for Unemployment or Worker's Compensation wage statements.
- Reviews and approves biweekly electronic timecards.
- Maintains reports related to sick leave, short or unpaid leave, and compensatory time owed.
- Posts vacation, sick leave, FMLA, UPT, and injury time taken for each employee.
- Verifies the employee count and monitors variances in the Time Owed and Allowed report.
- Verifies pay codes and time worked and monitors paid leaves.
- Prepares adjustment time entries and paperwork for payroll changes or errors.
- Works with Comptroller's Office and Employee Relations on special payroll problems.
- Updates History cards and absence analysis calendars.
- Audit payroll and payroll-related reports for accuracy.
- Assists with Human Resources administration including, onboarding group projects and special events as assigned.
- Initiate and track probationary reporting, annual merit-based reviews, and exit interview forms.
- Orders and maintains office supplies and forms.
- Responds to general inquiries from staff regarding personnel related policies, procedures, benefits, entitlements, or other matters.
- Composes and issues correspondence as needed or requested.

Minimum requirements include four years of progressively responsible office support experience, including one year performing personnel or payroll assistant duties.

Current	Accounting Assistant I	PR 6GN (\$33,976 - \$39,943) Recruitment is at \$36,252	One Position
Recommended	Accounting Assistant II	PR 6HN (\$37,080 - \$41,863) Recruitment is at \$37,830	One Position

The duties and responsibilities of this position are now comparable to that of an Accounting Assistant II. Positions at this level perform more complex clerical and accounting functions in accordance with standard procedures in such areas as balancing general or subsidiary ledgers, processing payments, purchasing supplies, materials and services, and compiling monthly closings, annual reports, and other financial statements. This report therefore recommends reclassifying this position as an Accounting Assistant II in PR 6HN (\$37,080 - \$41,863) with recruitment at \$37,830.

The Accounting Assistant II performs payroll, accounting, cash handling, and clerical functions in support of the accounting area of the Milwaukee Public Library's business office. Duties and responsibilities include:

- Process contract payments and accounts payable invoices unitizing the city's financial management information software (FMIS).
- Prepare and deliver invoices to customers.
- Liaise with vendors and customers regarding payment status, past due invoices, and other inquiries.
- Maintain contact to resolve and clarify billing problems by researching and resolving issues concerning case and payment information.
- Review open service orders and program contracts and work with managers and vendors to ensure completed orders are closed in a timely manner.
- Process biweekly ProCard vouchers.
- Obtain payment approval for accounts payable files.
- Maintain financial records by filing accounting documents and updating various databases, spreadsheets, and ledgers.
- Prepare reports and related business correspondence.
- Prepare daily fine and fee deposits for processing and transmittal to the City Treasurer's Office.

- Prepare deposits for the library's gift fund.
- Balance the business office cash drawer and order change.
- Make changes for internal departments.
- Other accounting and administrative duties which contribute to the team effort to accomplish goals and meet deadlines.

Minimum requirements include four years of office experience including at least one year performing accounting functions such as billing, processing payments and receipts, reconciling accounts, monitoring and/or preparing quarterly and year-end reports, or a bachelor's degree in accounting or related field.

Current	Security Manager	PR 1CX (\$51,469 - \$72,063)	One Position
Recommended	Library Security Manager	PR 1DX (\$54,865 - \$76,806) Recruitment is at \$59,253/any point with DER approval	One Position

The responsibilities and competencies of this position are now comparable to those of the Water Security Manager in the DPW-Water Works in Pay Range 2HX (\$54,865 - \$76,806). Technical expertise required now includes the keeping up to date with ever-changing electronic security monitoring systems. Requirements now include the skills to address complex security incidents that occur in Milwaukee's public libraries, as critical as confiscating weapons. This report therefore recommends reclassifying this position as Library Security Manager in Pay Range 1DX (\$54,865 - \$76,806). The minimum recruitment rate takes into consideration the cost of labor for similar positions in southeastern Wisconsin as well as recruitment flexibility based upon education, experience and credentials.

The Library Security Manager is responsible for physical, personal and materials security throughout the Milwaukee Public Library system, including Central and Branch Libraries. The incumbent develops and administers comprehensive policies and programs, and supervises staff and operations to ensure the safety and security of library staff, the public, and library facilities and assets. These include guard services, video surveillance and theft prevention systems, workplace safety, emergency management and various aspects of risk management and threat assessment. The incumbent oversees and directs the work of the Library Security Investigator and is thereby indirectly responsible for the investigation of cases involving fraudulent use of library cards and seriously delinquent library materials and effectuating either the return of such materials or appropriate restitution. Duties and responsibilities include:

- Creates and administers comprehensive Security policies and programs on a 24/7 basis.
- Directs and coordinates the personal and materials security program in the MPL system.
- Manages security budget for video surveillance system enhancements and guard service at all MPL locations and Centennial Hall.
- Makes security studies, investigates security incidents, analyzes security problems and makes recommendations for solutions.
- Identifies and defines improvements as well as new projects that will provide the highest degree of security of facilities against intrusion and other security breaches, and to protect against materials loss and damage, personal assault, or other potential security violations.
- Recommends systems and prioritization to Deputy Library Director; Chairs the Library Security Committee and works with external entities (e.g. security vendors, DPW security personnel) to design and implement security systems and provide technical expertise in surveillance equipment.
- Plans and provides security for large special events during and outside of Library open hours.
- When needed, assists with patrol duties and security services, and provides back-up to security officers.
- Promotes security awareness throughout the system.
- Periodically issues new keypad access codes.
- Supervises the maintenance of appropriate records, including records of investigations and their follow-up.

- Writes and submits narrative and statistical reports as needed.
- Manages MPL security contracted services requirements by coordinating and supervising the work activities of security guards.
- Manages staff assigned to perform duties related to this section: interviews, trains, assigns duties, schedules work, evaluates performance.
- Recommends and implements security training programs for all library staff.
- Trains, supervises and evaluates the contracted guards assigned to all MPL locations.
- Confirms that the library is being billed properly by the contract guard service.
- Works with City Purchasing Department, DPW and Health Department to develop RFP for security guard services.
- Coordinates and oversees the application of legal requirements and library policies relating to enforcement of rules of conduct, use of force, confidentiality of library records, and other security rules, practices, standards and legal requirements.
- Coordinates and investigates security incidents using Perspective, a library security software program.
- Acts as consultant for security matters for Central and Extension Services.
- Makes recommendations regarding security issues.
- Conducts internal investigations as needed.
- Troubleshoots security-related patron complaints.
- Works with staff and patrons to effectively resolve conflicts and apply workable solutions.
- Provides Library Security training and consultation to MCFLS and other Library systems across the state.
- Generates the banning letters for the entire system. Represents MPL when patrons appeal their bans.
- Provides new employees with Security training and conducts Annual Active Shooter Incident training for all staff.
- Conducts monthly audits of Special Collections.
- Follows up on after hours and open hours' alarm issues including coordinating the after-hours alarm response with contract guard company.
- Coordinates with the City Attorney's Office, Police Department, Department of Corrections, other organizations on security matters that affect staff safety and library buildings and materials; representing the library in court or before the City Attorney on matters involving prosecution, bankruptcy proceeding, and the return of library materials; representing the library in legal matters; maintaining and preparing the necessary reports to testify in court.
- Develops and maintains professional working relationships with agencies such as, law enforcement agencies, courts, probation agents, and other security agencies.
- Chairs Security and Disaster Preparedness Committees, is responsible for the Continuity of Operations plan, and is the MPL representative on the City's Continuity of Operations (COOP/COG) committee.
- Coordinates the MPL emergency response team and plan.
- Drafts new and maintains current existing security related documentation for review by the Library Director. Examples include Continuity of Operations Plan, Emergency Response Plan, Severe Weather Policy, Emergency and Fire Evacuation plans, and various security policies and procedures.
- Chairs the MPL Peer Support Team and works with that group to provide all of our staff with support and resources as needed.

Minimum requirements include a four-year college degree in security, criminal justice, or related field; two years of professional security management experience with two years of supervisory experience; or a combination of education and experience.

Current	Library Security Investigator	PR 5IN (\$46,347 - \$54,669)	One Position
Recommended	Library Security Investigator	PR 2EN (\$45,306 - \$63,426) Recruitment is at \$50,742 /any point DER approval	One Position

This report recommends reclassifying the Library Security Investigator from a paraprofessional position in PR 5IN (\$46,347 - \$54,669) to a professional level position in PR 2EN (\$45,306 - \$63,426). The position is now responsible for covering the responsibilities of the Library Security Manager in that position's absence; acts as a Lead Worker for the library's contracted security guards, requires a higher level of security expertise including the need to keep up to date with ever-changing electronic security monitoring systems. The position must now have the skills to address complex security incidents that occur in Milwaukee's public libraries, as critical as confiscating weapons. The position coordinates security response across the library's 13 locations, compiles data and reports from integrated security systems to review incidents, and is responsible for making patron-banning recommendations and presentation of those recommendations to the MPL Administration and to the Board.

Other classifications with a similar level of responsibility and required competency include the Administrative Specialist-Senior, Community Outreach Liaison, Sensitive Crimes Project Coordinator, and Management Trainee. The minimum recruitment rate takes into consideration the cost of labor for similar positions in southeastern Wisconsin as well as recruitment flexibility based upon education, experience and credentials.

Under the direction of the Library Security Manager, the Library Security Investigator assists in implementing the overall security program to ensure the safety and security of library staff, the public, library facilities and assets for the Milwaukee Public Library system, including Central and Branch Libraries. The Library Security Investigator responds to security patron incidents, coordinating with contracted security officers and MPL staff. The investigator provides security training to contracted security officers and MPL staff members. Duties and responsibilities include:

- Assists in implementing the overall security program for the Milwaukee Public Library.
- Assists with overseeing the Library Security Software program and investigates and assists with documenting security incidents.
- Maintains surveillance systems and works with Facilities and Automation to ensure proper service throughout the system.
- Assists with internal patron and other investigations as needed.
- Assists with patrol duties and security services, and provides back up to security guards.
- Promotes security awareness throughout the system by identifying security training needs and developing security training programs.
- Conducts security training of contracted security officer services and MPL staff; assists with supervision and assignments for Communications Assistants.
- Works with patrons who are causing disruptions in the library or over the phone.
- Investigates and assists with security incidents at all MPL locations.
- Assists with security officer schedules and billing.
- Performs door lock audits to verify that doors are working properly.
- Schedules contract security officers to cover events in Centennial Hall. Member of the MPL Peer Support Team.
- Serves as the backup MPL Security Representative when Library Security Manager is unavailable.
- Develops and maintains a professional working relationship with various agencies and organizations.
- Works closely with law enforcement agencies.
- Works closely with public and private security organizations.
- Appears in court as needed to provide evidence in legal matters.
- Investigates cases involving the return of delinquent library materials.
- Works with the MPL Staff and the Collection Agency to encourage the return of delinquent material.
- As warranted, retrieves delinquent material under consultation with the Security Manager.

- Documents patron bankruptcy notices and adjusts accounts accordingly.
- Assists the Circulation Department in Claims Return investigations.
- Provides security support for after hours and special events that are held on MPL property.

Minimum requirements include an associate's degree in criminal justice, or a related field; three years of full-time investigative experience in a position involving frequent contact with the public; or a combination of equivalent experience and education.

Current	Communications Assistant I	PR 6FN (\$30,664 - \$38,406) Recruitment is at \$32,076	One Position
	Library Circulation Services Representative	PR 5DN (\$36,252 - \$42,916) Recruitment Rate: \$37,782	One Position
Recommended	Library Communications Assistant	PR 5DN (\$36,252 - \$42,916) Recruitment is at \$37,830	Two Positions

The library has requested to repurpose one Communications Assistant I and one Library Circulation Services Representative to create two new positions that will be an integral part of the communications that support security throughout the library system. The responsibilities are similar but with more responsibility than that of a Police District Administrative Assistant in Pay Range 6HN (Actual Rates of \$37,830-\$41,863) but with not as much responsibility as that of a Community Service Office in Pay Range 5EN (Actual rates \$39,518 - \$46,439). This report therefore recommends creating a paraprofessional classification of Library Communications Assistant in Pay Range 5DN.

The Library Communications Assistant is a vital link in Library Security communications and operations throughout the Milwaukee Public Library system. The Library Communications Assistant provides internal operational communications and security system monitoring services for the Milwaukee Public Library during open hours. Service includes responding to emergency calls from the 13 MPL Libraries, the public, other city departments, and outside agencies and providing support for emergency situations. Duties and responsibilities include:

- Monitor internal security systems at MPL Central Library and 13 Branch locations, including cameras, alarms, and radios.
- Assist staff and patrons by troubleshooting security or facility concerns and then determining the appropriate MPL responder.
- Provide professional and courteous assistance for both emergency and routine calls from general staff, administrators, and contractors.
- Dispatch appropriate assistance as necessary based upon the circumstance at hand, under the guidance of the Library Security Manager.
- Notify supervision of emergency situations, and communicate information of needs and status to various parties.
- Monitor all radio transmissions continuously while on shift, and communicate with supervisors and staff members as needed.
- Provide assistance, coordination and information to all MPL facilities staff as required.
- Coordinate with other MPL divisions and departments related to emergency building closures or service disruptions.
- Document security incidents, maintain records, reports and files, draft policies and procedures related to MPL security.
- Maintains security procedures and informational resources.
- Provides and maintains a variety of logs and documentation as requested.
- Maintains organized files for ease of access.
- Assists in preparation of other statistical reports for use in budgeting, reporting, research, billing, etc.
- Assist and coordinate water distribution field activities during non-business hours, and prepare a detailed and accurate time-stamped log of activities.

- Continually assesses processes for improvements, initiates projects as appropriate, and recommends/implements changes as needed.
- Performs other related duties as assigned.

Minimum requirements include four years of administrative experience that must include two years of customer service experience in communication environments including direct telephone or dispatch activities.

Action Required – Effective Pay Period 12, 2021 (May 30, 2021)

In the Salary Ordinance

In the Positions Ordinance

Prepared By: Andrea Knickerbocker
Andrea Knickerbocker, Employee Relations Manager

Approved By:



Makda Fessahaye, Employee Relations Director