

Job Evaluation Report

City Service Commission Meeting: September 14, 2021

Milwaukee Public Library – Central Library

Current	Recommended
New Position	Library Now Program Specialist PR 2CN (\$39,880 - \$55,825) FN: Recruitment is at \$45,473/any point DER approval. (Three Positions)

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

The Department of Employee Relations has received a request from the Milwaukee Public Library to classify three new positions of Library Now Program Specialist in Pay Range 2CN (\$39,881 - \$55,825) with a recruitment rate of \$45,473 and the ability to appoint at any point in the range with DER approval. A job description was provided and discussions were held with Victoria Robertson – Human Resources Officer, and Kelly Wochinske – Library Public Services Area Manager.

Background

LibraryNow is a partnership between the Milwaukee Public Library and Milwaukee Public schools to provide all students from 1st – 12th grade with free digital access to all of the library's online resources. Some of these resources include online tutoring help, book and music downloads, access to magazines, games, research databases and more by using student ID numbers.

The Library Foundation has secured a one year Serve Wisconsin AmeriCorps planning grant to fund three positions of Library Now Program Specialist from 09/01/2021 through 08/03/2022. The Library Now Program Specialist will be responsible for building on the success of the Library Now initiative which provides students with complete access to the Milwaukee Public Library's digital resources via virtual library cards. This position will spend the planning grant year laying the foundation for Library Now expansion through AmeriCorps volunteer activities including providing Milwaukee students with engaging digital literacy workshops in classrooms, and creating homework hubs to provide academic hands-on learning activities in library branches and workshops.

Duties and Responsibilities

Under the supervision of the Library Education Outreach Specialist, the Library Now Program Specialist will coordinate a new LibraryNow outreach program in which community youth outreach workers will support the academic achievement along with addressing the digital divide and digital literacy summer learning loss, and equitable access to library resources of Milwaukee students at both school and library locations. The Library Now Program Specialist focuses on developing and sustaining a successful program model and establishing relationships with schools and other library partners. This position collaborates with internal and external program advisory groups to maintain program success and continuous improvement. The Library Now Program Specialist supervises Library Corps team members from recruitment, selection, training and program implementation to ensure the provision of excellent customer service in outreach and in-library programming. Duties and responsibilities include:

- 40% Provides direct supervision. Directly supervises the activities and training of all Library Corps members assigned to the Library Now outreach program; recruits, interviews, provides orientation, training, and evaluation of Corps team; handles staff issues, including coaching and discipline. Supports the day-to-day youth programming activities of AmeriCorps members at their school and library branch work sites, including biweekly meetings with members, curriculum review, observations of programming, and work evaluation.
- 20% Provides ongoing support for youth program and curriculum development. Creates lesson plans for Library Corps members to carry out within school settings and after-school programming at library branch locations. Facilitates work flow; outlines methods and plans the project workflow.

- 15% Plans and executes training and weekly meetings for Library Corps members throughout the year including onboarding and orientation, and training on curriculum.
- 15% Identifies partners and maintains strong relationships with leadership at partner sites. Visits partner sites regularly and maintains regular contact with site contacts. Also maintains regular contact with MPL branch location staff. Helps to facilitate internal and external program advisory committees.
- 5% Engages in professional development opportunities including Service Wisconsin trainings with a focus on topics such as serving youth in Milwaukee and providing positive work and project experiences for Library Corps members.
- 5% Supports the gathering, assessment, and reporting of program data and outcomes in narrative and statistical formats. Performs other duties as assigned.

Minimum qualifications include a bachelor's degree in education, community organization, or a related field with three years of professional experience in youth development and implementation.

Analysis

In determining the proper classification for this position, comparisons were made to related City positions including the following:

Title:	Arts Project Coordinator	Function: Responsible for coordinating and managing Milwaukee Public Library's NEA Our Town Grant repertoire of events, programs, outreach activities, and exhibits that target residents of the south side neighborhood near Milwaukee Public Library's Mitchell Street Branch.
Pay Range:	2CN (\$39,881 - \$55,825)	
	Recruitment rate of \$45,473	
Department:	Milwaukee Public Library	
Title:	Office Supervisor II	Function: Responsible for the supervision of the Milwaukee Police Department administrative support staff and the performance of administrative functions and duties associated with the North and South Investigations Divisions.
Pay Range:	2CN (\$39,881 - \$55,825)	
Department:	Milwaukee Police Department	

In conducting a cost of labor analysis, market rates of pay from the Economic Research Institute (ERI) a salary service to which the Department of Employee Relations subscribes were also analyzed. The below titles from ERI share functions similar to the scope of responsibility of the Library Now Program Specialist.

Library School Media Specialist

Years of Experience	10th Percentile	25th Percentile	Survey Mean	75th Percentile	90th Percentile
7	\$ 50,083	\$ 54,516	\$ 60,477	\$ 66,312	\$ 72,258
6	\$ 48,468	\$ 52,720	\$ 58,466	\$ 64,083	\$ 69,821
5	\$ 46,790	\$ 50,845	\$ 56,360	\$ 61,746	\$ 67,264
4	\$ 45,061	\$ 48,913	\$ 54,180	\$ 59,322	\$ 64,609
3	\$ 43,283	\$ 46,949	\$ 51,949	\$ 56,836	\$ 61,882
2	\$ 41,448	\$ 44,968	\$ 49,695	\$ 54,315	\$ 59,112
1	\$ 39,545	\$ 42,972	\$ 47,451	\$ 51,789	\$ 56,328

Source: ERI as of 07/01/2021

ERI defines 'Library School Media Specialist' as a position that identifies and meets needs of students and faculty for information, and develops programs to stimulate students' interests in reading and use of types of resources; Selects and organizes books, films, tapes, records, and other materials and equipment; Suggests appropriate books to students for classroom assignments and personal readings.

Program Specialist					
Years of Experience	10th Percentile	25th Percentile	Survey Mean	75th Percentile	90th Percentile
7	\$ 49,666	\$ 53,643	\$ 58,991	\$ 64,104	\$ 69,362
6	\$ 48,187	\$ 52,031	\$ 57,211	\$ 62,150	\$ 67,235
5	\$ 46,637	\$ 50,342	\$ 55,346	\$ 60,102	\$ 65,007
4	\$ 45,032	\$ 48,600	\$ 53,420	\$ 57,988	\$ 62,707
3	\$ 43,371	\$ 46,815	\$ 51,445	\$ 55,818	\$ 60,347
2	\$ 41,652	\$ 44,994	\$ 49,437	\$ 53,611	\$ 57,947
1	\$ 39,878	\$ 43,144	\$ 47,418	\$ 51,391	\$ 55,531

Source: ERI as of 07/01/2021

ERI defines Program Specialist as a position that plans, directs, and coordinates activities associated with a program; Develops and manages assigned client relationships in a manner consistent with policies and procedures; Schedules and facilitates program support meetings.

Recommendation

Based upon the above analysis, the Department of Employee Relations recommends classifying three new positions as Library Now Program Specialists in Pay Range 2CN (\$39,881 - \$55,825) with recruitment at \$45,473.

Action Required – Effective Pay Period 21, 2021 (October 3, 2021)

In the Salary Ordinance

Under Pay Range 2CN:

- Add title of 'Library Now Program Specialist' with footnotes (5) and (15).

In the Positions Ordinance

Under Library – Central Library Decision Unit, Education & Outreach Services Section:

- Add three positions of 'Library Now Program Specialist'.

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Andrea Knickerbocker, Human Resources Manager



Reviewed By: _____

Makda Fessahaye, Employee Relations Director