



Sacramento Public Library Authority

January 28, 2010

Agenda Item 7.0: Updated Position Descriptions and Position Control Update

TO: Sacramento Public Library Authority Board Members

FROM: Rivkah K. Sass, Library Director
Don Tucker, Director of Facilities
Arevik Bagdassari, Director of Human Resources

RE: Updated Position Descriptions and Position Control Update

RECOMMENDED ACTIONS:

1. **Approve** the following actions to implement the proposed plan to restructure the organization of the Tsakopoulos Library Galleria to improve the efficiency and effectiveness of its operations and to reduce annual operating costs by \$51,899:
 - A. **Unfund** the Library Galleria Administrator position for an annual payroll and benefits savings of \$87,845.
 - B. **Reclassify** the incumbent Library Galleria Office Assistant, Grade 2, to Administrative Technician, Grade 3, at an annual cost increase of \$6,226.
 - C. **Delete** the Library Galleria's Office Assistant position from Position Control.
 - D. **Add** the position of Administrative Technician to Position Control.
 - E. **Adopt** the position description of Administrative Technician as defined in Exhibit A.
 - F. **Approve** the increase to Position Control for the Library Galleria Events Coordinator from half time (0.5 FTE) to full time (1.0 FTE) for an annual payroll and benefits increase of \$29,720.

2. **Approve** the following actions to implement the proposed plan to restructure the Safety and Security functions of the Library to reduce annual operating costs by \$8,736:
 - A. **Approve** the reclassification of the position of Security Supervisor to Security Coordinator for an annual payroll and benefits savings of \$8,736.
 - B. **Delete** the classifications of Security Supervisor and the limited-term Central Security Coordinator from Position Control.
 - C. **Add** the position of Security Coordinator to Position Control.
 - D. **Adopt** the position description of Security Coordinator as defined in Exhibit B.

3. **Approve** the reclassification of Senior Human Resources Generalist to Human Capital Programs Analyst at an annual cost increase of \$2,891.



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- A. **Delete** the classification of Senior Human Resource Generalist from Position Control.
 - B. **Add** the position of Human Capital Programs Analyst to Position Control.
 - C. **Adopt** the position description of Human Capital Programs Analyst as defined in Exhibit C.
4. **Adopt** the revised Position Control Schedule as defined in Exhibit D.

REASONS FOR RECOMMENDATIONS:

Library Galleria

The Galleria Administrator position is now vacant as a result of the incumbent's retirement on Dec 30, 2009. Decreasing revenue trends do not support the replacement of the Administrator position at this time. Instead, Library administration is recommending that the existing position of Office Assistant, currently at Grade 2 of the Library's compensation structure, be reclassified to Administrative Technician, at Grade 3, which reclassification reflects expanded duties for the incumbent. It is also recommended that the current position of Events Coordinator be expanded to be a full-time position. The result is a net decrease of .5 FTE and a payroll and benefits savings of \$51,899 per year.

Library Security Reorganization

The incumbent Central Security Coordinator – Limited Term – is currently being paid out-of-class to perform as the Library's Security Supervisor. The Security Supervisor position includes several safety-related duties, which are currently being performed by the Safety Coordinator. The proposed reorganization eliminates the existing Grade 5 Security Supervisor and creates a revised Grade 4 Security Coordinator without the safety task overlaps, for a resulting annual savings in payroll and benefits of \$8,736.

Human Capital Programs Analyst

The Sacramento Public Library's Internal Assessment as well as the third party Performance Assessment (PA) conducted by MGT included a number of recommendations and goals for the Human Resources department. One of the PA's recommendations was to determine the feasibility of adding a third Human Resources Generalist position.

As reported in an Assessment Update to the Authority Board, the Library's budget currently cannot absorb the cost of a new position in Human Resources (HR). As it stands currently, the HR staffing budget was reduced by one full-time Training Supervisor.



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A reclassification from Senior Human Resources Generalist to Human Capital Programs Analyst will allow the library to continue focusing on Performance Assessment and Internal Assessment items, a significant number of which fall under the purview of this new classification. Some of these are listed below:

1. Prepare a Request for Proposal for a new Workers Compensation carrier;
2. Work with the Safety Coordinator to develop a return-to-work program, an Ergonomics program and a Wellness Initiative;
3. Research the feasibility of launching an employee suggestion program;
4. Lead the initiatives of developing a comprehensive Recognition Program, Employee Handbook, and Total Compensation Statement;
5. Complete a compensation study for certain Library classifications, as stated in the Library's collective bargaining agreements.

FISCAL IMPACT

Approval of these recommendations will result in a net annual savings of \$51,899 for the Galleria and \$8,736 in Security, for a total of \$60,635.

The position of Human Capital Programs Analyst is a new classification in the Human Resources department. The incumbent will be reclassified but will be Y-rated until the next anniversary date in May 2010. The increase will amount to slightly over 4% in hourly salary, or an annual increase of \$2,891 in wages.

ATTACHMENTS

- Exhibit A: Position Description: Administrative Technician
- Exhibit B: Position Description: Security Coordinator
- Exhibit C: Position Description: Human Capital Programs Analyst
- Exhibit D: Position Control Revised 1-28-2010

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Sacramento Public Library

JOB DESCRIPTION

Service Philosophy: *Customers are the library's first priority. Staff: **understand** service through the lens of the customer; **deliver** service with respect; **make** decisions that support successful customer interactions. Customers: enjoy a seamless and successful library experience as defined by their own expectations; choose their own method of interaction – staff assisted, self-directed or virtual.*

Administrative Technician
Grade: 3
FLSA Status: Non-Exempt
Designation: Represented

Department: Various
Date: 01/2010

Job Summary: Performs high level administrative tasks in support operations in one of the library's branches and units; and performs other related duties as assigned.

Essential Functions:

(Functions listed are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

1. Performs a wide variety of clerical and administrative work including filing, scheduling appointments, composing correspondence, scheduling and coordinating meetings;
2. Researches, compiles, tabulates, and assembles data; assists in conducting surveys and studies; recommends and implements procedures, guidelines and processes; may draft policies;
3. Prepares statistical and narrative reports, presentations, general and technical correspondence, and promotional materials; develops and maintains forms, tracking systems, databases and spreadsheets;
4. Resolves customer service inquiries or issues, responds to inquiries from employees and the public;
5. Researches information, organizes, evaluates and compiles results and prepares detailed summaries, tracks progress of projects and payments, expenditures and reimbursements;
6. Prepares and processes administrative documents such as invoices, refunds, requisitions and contracts; prepares documents other Library departments as required; maintains a variety of records and files;
7. Assists in the administration and coordination of special events, trainings, programs or projects; assists in coordinating activities among Library units and/or other organizations;
8. Schedules staff and revises staff schedule according to changing circumstances;
9. Develops floor plans and other support documentation for events and special activities;
10. Cultivates and maintains positive relationships with other staff and members of the public;
11. Requires regular and punctual employee presence;
12. Attends meetings and events; participates in various teams when needed; and
13. Performs other related duties as assigned.

Required Knowledge, Skills, and Abilities:

The employee is expected to perform or possess the following:

Knowledge of:

1. Sacramento Public Library's policies and procedures;
2. General office processes, activities, methods and equipment;
3. Record keeping and reporting practices;
4. Basic techniques of project and program management;
5. Basic techniques of staff scheduling;
6. Proper English usage, spelling, grammar and punctuation;
7. Department practices and procedures; and
8. Microsoft Office Suite, the Internet, e-mailing systems, and other relevant software packages.

Ability to:

1. Effectively and efficiently organize, track and maintain relevant information;
2. Act as a representative of Sacramento Public Library to the public;
3. Collect, compile, organize, analyze and interpret data;
4. Understand, interpret, and apply rules, regulations, laws and ordinances;
5. Successfully communicate with other staff members and members of the public;
6. Understand the customer's needs and deliver services by focusing on the customer;
7. Take initiative to ensure a positive and successful customer experience by contributing to finding solutions, regardless of assigned responsibility;
8. Respond to customers and address customer complaints/problems in a timely, accurate, courteous, respectful and friendly manner;
9. Possess attention to detail and follow through on tasks effectively and efficiently;
10. Establish and maintain effective working relationships with other staff and work as a team;
11. Establish priorities and organize workload effectively and efficiently while paying attention to detail and complete assignments under pressure;
12. Maintain a pleasant and productive working atmosphere;
13. Keep relevant parties informed of all major issues and to recommend changes as appropriate; and
14. Demonstrate the ability to work as part of a team.

Skill in:

1. Excellent written and verbal communication;
2. Microsoft Office Suite, the Internet, e-mailing systems, and other relevant software packages;
3. Operating relevant computer systems, including hardware and software, and other office machines.

Education and Experience:

1. Minimum one year of relevant clerical and/or administrative experience; or
 2. Equivalent technical training, education and/or experience.
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Physical and Environmental Conditions:

Work occurs in a normal office environment with acceptable lighting, temperature and air conditions. Sitting for extended periods of time viewing a computer monitor and detailed data. Requires repetitive motion in the operation of a computer.

Work environment involves everyday risks or discomforts which require normal safety precautions typical of such places as offices, libraries, meeting and training rooms, e.g., use of safe work place practices with office equipment, avoidance of trips and falls and observance of fire and building safety regulations.

A valid Class C California Drivers License may be required for some positions at the time of appointment.

The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.

Reasonable accommodation may be made to enable qualified individuals with disabilities to perform the essential functions of this job.

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Security Coordinator

Grade: 4

FLSA Status: Non-Exempt

Designation: Represented

Department: Facilities

Date: 1/2010

Job Summary: Responsible for overseeing security for all library branches and units to ensure that library staff, visitors, and property are safeguarded; and performs other duties as assigned.

Essential Functions:

(Functions listed are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

1. Supervises and oversees the work of contract security personnel; develops schedules, oversees work and ensures compliance with all facility and library policies and procedures; processes time cards; schedules special event coverage.
2. Reviews and processes all security reports logs and files;
3. Conducts incident investigations;
4. Develops and distributes post orders for staff;
5. Ensures that security personnel are appropriately trained by the service provider on subjects that are specific to security guards and that the training is updated as necessary;
6. Responds to calls that may include violent or unstable patrons, thefts, vandalism, and other conditions that may jeopardize the security of library staff, visitors and facilities;
7. Responds to system-wide security, fire and intrusion alarms;
8. Researches, compiles and analyzes data for special projects;
9. Inspects all Library facilities to ensure there are no security hazards; monitors fire, intrusion and facility systems;
10. Facilitates opening and closing procedures at all facilities, secures all library entrances and exits;
11. Maintains and updates procedures for the control of access to library facilities;
12. Regularly checks the library's video surveillance systems;
13. Monitors news, emergency broadcasts, bulletins, and events that may impact the safety and security of library staff and visitors;
14. Coordinates, schedules and supervises security personnel for special events;
15. Assists the library's Safety Coordinator in evacuation drills and other disaster preparation exercises;
16. Maintains positive relationships with city and county agencies (law enforcement, fire department); library staff and members of the public;
17. Maintains on-call status and responds to emergency situations as required;

18. Requires regular and punctual employee presence;
19. Keeps abreast of current security procedures by attending workshops and educational programs and reading periodicals and specialized literature; recommends more efficient practices;
20. Attends meetings and participates in various team activities when needed; and
21. Performs other duties as assigned.

Required Knowledge, Skills, and Abilities:

The employee is expected to perform or possess the following:

Knowledge of:

1. Sacramento Public Library's policies and procedures;
2. Appropriate safety and security laws and procedures;
3. Library Emergency plans;
4. Knowledge of Microsoft Office Suite, the Internet, e-mailing systems, and other relevant software packages.

Ability to:

1. Effectively supervise and monitor the work of others;
2. Prioritize and multitask;
3. Review, prepare and maintain accurate records;
4. Understand the customer's needs and deliver services by focusing on the customer;
5. Take initiative to ensure a positive and successful customer experience by contributing to finding solutions, regardless of assigned responsibility;
6. Respond to customers and address customer complaints/problems in a timely, accurate, courteous, respectful and friendly manner;
7. Possess attention to detail and follow through on tasks effectively and efficiently;
8. Take ownership for solving problems, regardless of assigned responsibility;
9. Build personal accountability;
10. Set, model, and maintain a positive work environment;
11. Establish priorities and organize workload effectively while paying attention to detail and complete assignments under pressure;
12. Communicate effectively and courteously with other staff and members of the public; and
13. Keep all relevant parties informed of all major issues and to recommend changes where appropriate.

Skill in:

1. Maintaining a calm atmosphere and effectively handle emergency situations which may occur.

Education and Experience:

1. Associate's degree in Law Enforcement Administration, Criminal Justice, Occupational Safety or related field; and
2. Minimum three years relevant experience.
3. Equivalent technical training, education, and/or experience may be substituted for education.

Physical and Environmental Conditions:

Work usually occurs indoors with acceptable lighting, temperature and air conditions. Spends 50% of the time standing, walking, or climbing stairs. Work may involve occasional moving/lifting of persons in emergency situations or lifting moderately heavy items of up to 40 pounds.

Work involves routine risks or discomforts which require special safety precautions, e.g., aggressive human behavior. Work environment also involves everyday risks or discomforts which require normal safety precautions typical of such places as libraries, offices or meeting and training rooms, e.g., use of safe work place practices with office equipment, avoidance of trips and falls and observance of fire and building safety regulations. Position may require some travel throughout the library service area. Work days and hours may vary.

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Reasonable accommodation may be made to enable qualified individuals with disabilities to perform the essential functions of this job.

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Human Capital Programs Analyst
Grade: 9
FLSA Status: Non-Exempt
Designation: Unrepresented Confidential

Department: Human Resources
Date: 01/2010

Job Summary: Performs professional-level work in managing a number of major human resources functions such as Benefits Administration, Risk Management, Worker's Compensation, Human Resources Information Systems, Compliance Programs Management, EEO complaints and investigations and general policies administration. Researches, compiles, and analyzes data and makes recommendations; prepares various HR reports; provides supervision and project leadership to HR Staff on various projects or programs as needed.

Essential Functions:

(Functions listed are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

1. Develops and administers the library's risk management and worker's compensation programs; works with the library's Safety Coordinator and worker's compensation administrators to reduce liabilities and costs;
2. Works closely with the library's Safety Coordinator to investigate and analyze root causes and patterns relating to injuries and recommends and/or implements corrective action; assists in developing system-wide programs and initiatives such as ergonomics and wellness;
3. Educates and trains supervisors and staff regarding worker's compensation issues; develops return to work programs; provides reports to management on incidents and claims;
4. Administers the library's Employee Benefits Plans; researches and analyzes benefit data and recommends and/or implements changes; attends annual labor benefit negotiation meetings and communicates issues, decisions, and changes to management; manages the annual benefits open enrollment process;
5. Manages and audits the Human Resources Information System (HRIS); reviews all HRIS download updates from the vendor and makes recommendations for full utilization of the software; provides technical support to staff as required;
6. Conducts periodic benefits surveys and updates the information as required; prepares benefit and total compensation analyses for the Director of Human Resources; provides ad hoc reports to management and supervisory staff as needed;
7. Prepares annual Total Compensation Statement for library employees;
8. Assists the Director of Human Resources in preparing analytical data for labor negotiations or Authority Board reports and presentations; assists in revising and updating the library's collective bargaining agreements and Unrepresented Resolution; may be required to attend negotiation meetings to present information and to document

- discussions;
9. Works with HR staff to develop, communicate and maintain the Employee Handbook and Policies/Procedures manual;
 10. Manages and facilitates committee meetings on various system wide programs and initiatives, such as the Employee Suggestion Program and Employee Recognition Program;
 11. Assists the Director of Human Resources in the developing the department budget;
 12. Administers the library's retirement programs; acts as primary liaison with CalPERS and ICMA; assists employees through the retirement process and remains well-versed on changes in Social Security regulations;
 13. Administers the library's Employee Assistance program;
 14. Manages special projects when needed at the direction of the Director of HR;
 15. Develops and maintains positive relationships with other staff and members of the public;
 16. Requires regular and punctual employee presence;
 17. Keeps abreast of HR practices and trends by attending workshops and educational programs and reading periodicals and specialized literature; and recommends more efficient practices;
 18. Acts as a representative of Sacramento Public Library to the public;
 19. Attends meetings and events; participates in various teams when needed; and
 20. Performs other related duties as assigned.
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Required Knowledge, Skills, and Abilities:

The employee is expected to perform or possess the following:

Knowledge of:

1. Comprehensive knowledge Sacramento Public Library's policies and procedures;
2. Comprehensive knowledge of HR management and personnel policies, practices and principles and accurately interpret them to staff;
3. Microsoft Office Suite, the Internet, e-mailing systems, and relevant HRIS systems;

Ability to:

1. Maintain strict confidentiality;
2. Effectively and efficiently organize, track, and maintain personnel records and other relevant documentation;
3. Research and present complex information;
4. Participate in library teams for system initiatives, projects and programs when needed;
5. Communicate effectively with other staff members and members of the public;
6. Establish and maintain effective working relationships with other staff and work as a team;
7. Understand the customer's needs and deliver services by focusing on the customer;
8. Take initiative to ensure a positive and successful customer experience by contributing to finding solutions, regardless of assigned responsibility;
9. Respond to customers and address customer complaints/problems in a timely, accurate, courteous, respectful and friendly manner;
10. Possess attention to detail and follow through on tasks effectively and efficiently;
11. Establish priorities and organize workload effectively and efficiently while paying attention to detail and complete assignments under pressure;
12. Maintain a pleasant and productive working atmosphere; and
13. Keep relevant parties informed of all major issues and to recommend changes as appropriate.

Skill in:

1. Operating relevant computer systems, including hardware and software, and office machines, including the library’s enterprise system.
 2. Excellent written and oral communication skills.
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Education and Experience:

1. Bachelor’s degree with major coursework in human resources, labor relations, or related field; and
 2. Five years or more HR experience, including 2 years in a leadership role;
 3. Certification from SHRM, IPMA or other relevant professional organization preferred;
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Physical and Environmental Conditions:

Work occurs in a normal office environment with acceptable lighting, temperature and air conditions. Occasional light lifting of materials up to 20 pounds and sitting for extended periods of time viewing a computer monitor and detailed data. Requires repetitive motion in the operation of a computer. May occasionally have to deal with aggressive human behavior.

Work environment involves everyday risks or discomforts which require normal safety precautions typical of such places as offices, libraries, and meeting and training rooms, e.g., use of safe work place practices with office equipment, avoidance of trips and falls and observance of fire and building safety regulations.

A valid Class C California Drivers license may be required at the time of appointment.

The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job.

Employee Signature

Date

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**SACRAMENTO PUBLIC LIBRARY AUTHORITY
POSITION CONTROL REPORT
January 28, 2010 - REVISED**

PROPOSED FY 2009-2010 POSITION CONTROL - REVISED January 28, 2010

	FY 2009/10 Approved December 3, 2009	FY 2009/10 Proposed January 28, 2010	Change in FTEs*
Accounting Specialist	2	2	
Administrative Assistant	5	5	
Administrative Technician	0	1	1
Accountant/Budget Analyst	1	1	
Authority Counsel	1	1	
Building Maintenance Worker	2	2	
Capital Projects Manager	1	1	
Central Security Coordinator Limited Term	1	0	-1
Circulation Supervisor	16	16	
Collection Management Supervisor	2	2	
Collection Management Services Manager	1	1	
Community Services Manager	1	1	
Custodial and Logistics Supervisor	1	1	
Custodian	10.75	10.75	
Deputy Library Director - Administrative Services	1	1	
Deputy Library Director - Public Services	1	1	
Director of Facilities	1	1	
Director of Finance	1	1	
Director of Human Resources	1	1	
Director of Marketing	1	1	
Events Coordinator	0.5	1	0.5
Executive Assistant	1	1	
Facility Services Supervisor	1	1	
Field Custodial Supervisor	1	1	
General Services Supervisor	1	1	
General Services Worker	4.5	4.5	
Human Capital Programs Analyst	0	1	1
Human Resources Generalist	1	1	
Human Resources Supervisor	1	1	
Information Technology Manager	1	1	
Information Technology Supervisor	2	2	
Information Technology Technician	2	2	
Librarian	51	51	
Library Associate	2.5	2.5	
Library Director	1	1	
Library Galleria Administrator	1	1	
Library Program Specialist	1	1	
Library Services Assistant	101.5	101.5	
Library Services Specialist (Emerg Technologies)	1	1	
Library Supervisor I	9	9	
Library Supervisor II	5	5	
Library Supervisor III	20	20	

**SACRAMENTO PUBLIC LIBRARY AUTHORITY
POSITION CONTROL REPORT
January 28, 2010 - REVISED**

	FY 2009/10 Approved December 3, 2009	FY 2009/10 Proposed January 28, 2010	Change in FTEs*
Library Technician	5	5	
Literacy and Homework Center Supervisor	1	1	
Management Analyst	1	1	
Materials Processor	2	2	
Office Assistant	2	1	-1
Procurement-Contract Coordinator	1	1	
Public Information Coordinator	1	1	
Public Services Manager	4	4	
Safety Coordinator	1	1	
Security Coordinator	0	1	1
Security Supervisor	1	0	-1
Senior Accounts Payable Technician	1	1	
Senior Accountant	1	1	
Senior Human Resources Generalist	1	0	-1
Senior Information Technology Analyst	2	2	
Senior Information Technology Technician	2	2	
Senior Payroll Technician	1	1	
Special Projects and Remodeling Coordinator	1	1	
Technology Assistant	2	2	
Trainer	1	1	
Visual Communications Supervisor	1	1	
Web Developer	1	1	
Youth Services Manager	1	1	
	293.75	293.25	-0.5

* FTEs are full time equivalent positions, equating part time positions into a fraction of a full time position.

Note: This position control document includes two positions that are listed, but unfunded as of the date of this action, for purposes of budget savings: one Library Supervisor III and one Library Galleria Administrator.