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St. Cloud, Minnesota 56301
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**Board of Trustees Personnel Committee Meeting
Tuesday, September 19, 2017, 5:30 p.m.
St. Cloud Public Library Mississippi Room
Agenda**

- | | |
|--|------|
| 1. Call to Order | 5:30 |
| 2. Adoption/Amendment of Agenda | 5:31 |
| 3. Approval of Minutes – July 18, 2017, Meeting (Requested Action – Approve) | 5:32 |
| 4. Senior Library Aide Project Final Report (Requested Action – Approve) | 5:33 |
| 5. GRRR Position Descriptions Revisions (Requested Action – Approve) | 5:38 |
| 6. Next Meeting – November 21, 2017, at 5:30 p.m. | |
| 7. Adjournment | 5:50 |

**GREAT RIVER REGIONAL LIBRARY
PERSONNEL COMMITTEE MINUTES
July 18, 2017**

A regular meeting of the Great River Regional Library (GRRL) Personnel Committee was called to order on Tuesday evening, July 18, 2017, at 5:40 p.m. in the St. Cloud Public Library Mississippi Room with Chairperson Michael Potter presiding.

Members Present:

Bernice Berns
Jeff Bertram
Lisa Fobbe
Dave Kircher
Michael Potter
Jim Shovelain

Members Excused:

Laura Hayes

GRRL Staff Present:

Brandi Canter
Julie Henne
Ryan McCormick
Aron Murphy
Karen Pundsack
Jay Roos
Julie Schmitz
Rachel Thomas
Jami Trenam
Patricia Waletzko

ADOPTION OF AGENDA

Jeff Bertram made a motion to adopt the agenda as presented. Seconded by Dave Kircher, the motion carried unanimously.

APPROVAL OF MINUTES

The March 21, 2017, Personnel Committee meeting minutes were approved at the May 16, 2017, GRRL Board meeting. There was no Personnel Committee meeting in May.

DISTRIBUTION DEPARTMENT REORGANIZATION PROPOSAL

Executive Director Karen Pundsack presented the Distribution department reorganization proposal which was discussed in detail at the GRRL Board June work session. This reorganization would shift supervision for the Distribution department to the Accounting & Distribution Supervisor (formerly Accounting Coordinator) and add a Distribution Assistant position.

Karen referred to the corrected Distribution Assistant position description on the table, pointed out the revised Accounting Coordinator position description reflecting a title change as well as adjusted responsibilities and stated the Distribution Assistant FTE shown on the proposed organizational structure should be .75 rather than 1. She also informed the Committee of staff concerns about the reorganization, and, following notification, the union has not raised any concerns.

Bernice Berns made a motion to approve the Distribution department reorganization as presented. Seconded by Jim Shovelain, the motion carried unanimously.

POSITION DESCRIPTION REVISIONS

Continuing toward the goal of having all GRRL position descriptions in the same format, Associate Director – Human Resources Julie Schmitz presented the following revised position descriptions:

- Administrative Assistant
- Associate Director – Human Resources
- Custodian
- Patron Services Coordinator
- Patron Services Librarian
- Patron Services Specialist
- Lead Patron Services Supervisor
- Patron Services Supervisor
- Technical Services Assistant
- Technical Services Clerk
- Technical Services Coordinator
- Technical Services Librarian

Jeff Bertram made a motion to approve the position description revisions as presented. Seconded by Lisa Fobbe, the motion carried unanimously.

NEXT REGULAR MEETING

The next Great River Regional Library Personnel Committee meeting will be Tuesday, September 19, 2017, at 5:30 p.m. in the St. Cloud Public Library Mississippi Room.

ADJOURNMENT

Michael Potter adjourned the meeting at 5:49 p.m.

Michael Potter, Chair



Senior Library Aide Project Final Report

Submitted by Associate Director – Human Resources Julie Schmitz

BOARD ACTION REQUESTED

Information

Discussion

Approve/Accept

RECOMMENDATION

In 2016, we began a 2-year Senior Library Aide pilot program. As we near the completion of the pilot program, we recommend approval of the Senior Library Aide as a regular position.

BACKGROUND INFORMATION

Supporting Documents Attached: Senior Library Aide position description

The current position description for a Library Aide at GRRL does not allow Library Aides to perform patron service duties. The Senior Library Aide was created so that aides could perform basic direct patron service duties such as checking out items, placing holds, answering basic questions from phone and walk-up patrons.

The Senior Library Aide position was developed with the following goals:

1. Provide improved desk coverage
2. Allow more flexibility in single-staffed libraries
3. Provide a growth opportunity for Library Aides

These goals directly support the GRRL strategic plan through the service priority for access and the organizational priority for exceptional service.

We provided updates of the Senior Aide pilot program to the Board in July 2016 and January 2017. While it is difficult to measure in quantifiable terms, feedback from participating libraries indicates the benefits of the Senior Library Aide position to library operations and patron service are substantial. Following are some of the positive impacts of the Senior Library Aide position.

1. Staff coverage is improved:
 - The Senior Library Aide is able to staff the circulation desk while another staff member takes a break or if the library is short staffed due to PTO. This eliminates the need to provide additional staff coverage because the Senior Library Aide can step in. This is particularly crucial for libraries that are single-staffed.

2. Patron service is improved:
 - Patrons are better served because of the ability of Senior Library Aides to provide basic patron service. For example, if there is a long line of patrons waiting to check out, the Senior Library Aide can step in and check out materials.
 - Library Service Coordinators and Library Assistants are able to focus on providing more programming for patrons by having the Senior Library Aide cover the desk.
 - Drop-in technology help for patrons is possible due to the fact that the Senior Library Aide can cover the desk while other staff works with patrons.
3. Staff retention and satisfaction is improved:
 - Library Aides see the Senior Library Aide position as a growth opportunity. We have been able to promote a Senior Library Aide to a Library Assistant position.

CONDITIONS OF THE SENIOR LIBRARY AIDE POSITION

1. Senior Library Aides will be paid 50 cents more per hour than a Library Aide. Senior Library Aides will remain in the same pay grade as Library Aides.
 - The starting wage for Senior Library Aides will be 50 cents more than the minimum of the Library Aide grade.
 - If a Library Aide is promoted to a Senior Library Aide, he/she will receive a 50 cent increase.
2. If a library experiences a vacancy in the Senior Library Aide position, a determination will be made by the Patron Services Supervisor and Human Resources regarding posting the position as a Senior Library Aide and whether it will be posted internally or externally.
3. A Senior Library Aide who also works as a Library Aide at another library will be paid at both rates of pay.
4. A Senior Library Aide may be designated in a library with more than one Library Aide.
5. If a Senior Library Aide changes positions to a Library Aide, he/she will receive a 50 cent reduction in pay to correspond to the Library Aide rate of pay.

FINANCIAL IMPLICATIONS

Estimated Cost: \$500 per Senior Library Aide per year

Funding Source: Personnel Salaries

Budgeted: Yes, partially

The financial impact of the Senior Library Aide is estimated to be around \$500 per Senior Library Aide position per year. The following libraries had Senior Library Aides during the pilot program:

Foley*	Long Prairie	Royalton*
Grey Eagle	Paynesville*	Upsala*
Howard Lake	Pierz	

*Included in 2018 budget

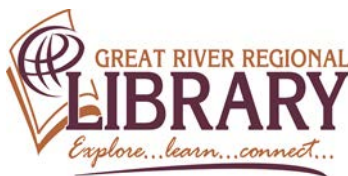
The libraries with an asterisk have budgeted Senior Library Aides for 2018. We recommend GRRL have the ability to add other libraries where a Senior Library Aide could enhance operations in 2018. The increase in wages will be absorbed through turnover and unused hours in the personnel salaries budget line.

ACTION

Passed

Failed

Tabled



SENIOR LIBRARY AIDE

Department:	Patron Services	Pay Grade:	5
Reports To:	Library Services Coordinator Sr. Library Assistant	FLSA Status:	Non-Exempt
Union:	Non-Union		

Date Approved: 11/17/2015

Date of Last Revision: 03/21/2017, 09/19/2017

JOB SUMMARY

Under direct supervision, the Senior Library Aide provides back-up support for the public service desk and prepares materials for patron access by shelving and checking in materials.

PRIMARY DUTIES AND RESPONSIBILITIES

The following are the regular duties for this position. These duties are not to be construed as exclusive or all inclusive. Other duties may be required and assigned.

1. Empties book drop and brings materials into the library.
2. Checks in library materials from book drop and delivery using computerized library system.
3. Searches for and retrieves materials on shelves from printouts and lists.
4. Packs and unpacks library materials for delivery.
5. Sorts books on carts for shelving.
6. Shelves library materials in proper alphabetical or numerical order.
7. Shelf reads materials to ensure proper order and timely rotation of library materials.
8. Monitors materials to ensure they are in good condition for patron use.
9. Ensures patron areas are neat and organized; cleans toys and equipment as needed.
10. Completes routine opening and closing tasks as assigned.
11. Provides assistance during programming as requested.
12. Provides back-up support for the public service desk including basic circulation routines (check in/out and registration/renewal).
13. Provides basic directional assistance to telephone and walk-in patrons.
14. Takes payments for fines and fees.
15. Assists with computer reservations and printing.
16. Opens or closes the building on an occasional basis ensuring the safety and security of the facility.

MINIMUM QUALIFICATIONS

Education and Experience:

Previous library experience

Required Knowledge, Skills and Abilities:

- Strong attention to detail
- Basic computer skills
- Ability to file material in alpha and numerical order and use the Dewey Decimal Classification System
- Ability to determine and abide by the public service limitations of this position

Complexity of Work: Basic

Budget Responsibility: None

Supervisory Responsibility: None

Scope of Relationships (internal): Contact with GRRL staff for informational purposes

Scope of Relationships (external): Minimal external contacts. This is a limited public service position. May provide basic patron service, but refers patrons in need of professional assistance to patron services staff.

ACKNOWLEDGEMENT

This position description does not constitute an employment agreement between GRRL and the employee and is subject to change by GRRL as the needs of GRRL and requirements of the job change.

GRRL is an Equal Opportunity Employer in compliance with the Americans with Disabilities Act. GRRL will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with GRRL.

Employee signature below indicates employee's understanding of the duties and requirements of the position.

Employee _____

Date _____

Printed Name _____

PHYSICAL DEMANDS/WORK ENVIRONMENT

The physical demands and work environment characteristics described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Work is performed in a standard office environment.

N=Not at all; O=Occasionally (under 1/3); F=Frequently (1/3 to 2/3); C=Continuously (over 2/3)

PHYSICAL DEMANDS		N	O	F	C	Description
Repetitive use of hands					X	Scan/shelve materials
Looking at computer screen				X		
Reaching in any direction				X		Shelve materials
Kneel/Crouch/Crawl			X			Shelve materials
Bend/Stoop/Squat				X		Shelve materials
Balance		X				
Push/Pull/Twist			X			Move carts
Climb heights/ladder		X				
Sit			X			
Stand				X		
Walk				X		
Lift	1-10 lbs			X		Books
	11-19 lbs		X			Move delivery bags
	20-49 lbs		X			Move delivery bags
	50+ lbs		X			
Carry	1-10 lbs			X		Books
	11-19 lbs		X			Move delivery bags
	20-49 lbs		X			Move delivery bags
	50+ lbs		X			Move delivery bags

WORK ENVIRONMENT	Yes	No	Comments
Working on unprotected heights	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Working near moving equipment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Exposure to temperature extremes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Empty book drop
Driving automotive equipment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Exposure to dust, fumes and gases	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Working in restricted spaces	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Exposure to elevated noise levels for extended periods of time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Exposure to cleaning chemicals	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Limited exposure
Operation of equipment and/or machinery	<input checked="" type="checkbox"/>	<input type="checkbox"/>	General office equipment



Position Descriptions Revisions

Submitted by Associate Director – Human Resources Julie Schmitz

BOARD ACTION REQUESTED

Information Discussion Approve/Accept

RECOMMENDATION

Recommend approval of the following updated position descriptions:

- Associate Director, Collection Development
- Collection Development Clerk
- Associate Director, Information Technology
- Computer Support Technician
- Computer Systems Analyst
- Web Developer
- Circulation Aide (correction to physical demands)
- Library Aide (correction to physical demands)

BACKGROUND INFORMATION

Supporting Documents Attached: Position descriptions with changes and final position descriptions

FINANCIAL IMPLICATIONS

Estimated Cost:\$ Funding Source: Budgeted: Yes No

ACTION

Passed Failed Tabled



ASSOCIATE DIRECTOR, COLLECTION DEVELOPMENT

Department: Collection Development/GRRL
Reports To: Executive Director
Union: Non-Union

Pay Grade: 29
FLSA Status: Exempt

Date Approved: 07/14/2009
Date of Last Revision: 11/19/2013, 09/19/2017

Under administrative direction, the Associate Director, Collection Development assists the organization in meeting its strategic goals through the development and maintenance of a library collection that is responsive to public needs and interests. Areas of responsibility include the efficient and effective management of the Collection Development and Technical Services departments.

PRIMARY DUTIES AND RESPONSIBILITIES

The following are the regular duties for this position. These duties are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

1. Oversees the selection and deselection of all formats of material for the region.
2. Oversees ongoing organization and weeding of the collection.
3. Provides region-wide leadership regarding collection issues and strategy.
4. Provides training throughout the region on collection procedures and maintenance.
5. Develops and monitors an annual budget for the collection and associated gift funds.
6. Oversees interlibrary loan and resource sharing between libraries.
7. Develops and implements initiatives that anticipate and respond to trends and interests of patrons.
8. Oversees acquisition, processing and cataloging work performed by Technical Services.
9. Supervises the Collection Development and Technical Services department staff to provide a high level of service through training and coaching, evaluating performance and directing work duties and responsibilities.
10. Develops reports and analyzes data to improve department operations and patron service.
11. Develops policies and procedures to optimize operations in the department and best serve patrons.
12. Oversees the maintenance of the website to ensure a range of content to meet user needs.
13. Researches and oversees database and periodical purchases, contracts and renewals.
14. Coordinates and participates on interview panels to interview applicants for job openings in the departments supervised and makes recommendation for hire to the Executive Director.
15. Supports the strategic plan by chairing and serving on teams and work groups.
16. Serves on the Leadership Support Team to develop, plan, and implement the GRRL Strategic Plan and regional cross-department initiatives.
17. Promotes communication and transparency with the GRRL Board of Trustees by preparing materials for GRRL Board meetings. May attend meetings and present information related to collection development or technical services.
18. Represents GRRL in professional activities on a statewide and/or national level.

MINIMUM QUALIFICATIONS

Education and Experience:

- Master's degree in Library Science or related field, or equivalent
- Four years of library experience including two years supervisory experience. Public library experience preferred.

Required Knowledge, Skills and Abilities:

- Knowledge of collection development principles, practices and techniques
- Ability to supervise and direct the work of subordinate staff
- Ability to exercise initiative, independent judgment and discretion
- Excellent communication and interpersonal skills, both written and verbal
- Ability to build rapport with all levels of staff, board members and external partners
- Advanced computer and statistical analysis skills
- Proficiency with Microsoft Excel to generate reports and manage statistical data
- Ability to exercise good judgment in evaluating situations and making decisions
- Excellent organizational and leadership skills with the ability to think strategically and manage multiple priorities
- Valid driver's license and satisfactory driving record
- Ability to maintain confidential information

Complexity of Work: Highly complex

Budget Responsibility: Develops and monitors Collection Development and Technical Services department budgets. Oversees gift funds and helps expend library funds on collection.

Supervisory Responsibility: Supervises Collection Development and Technical Services staff

Scope of Relationships (internal): Regular contact with library staff regarding policies and procedures, and to resolve issues, member of Leadership Support Team.

Scope of Relationships (external): Regular contact with vendors and authors. Contact with patrons to resolve account issues.

ACKNOWLEDGEMENT

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Employee _____

Date _____

Printed Name _____

PHYSICAL DEMANDS/WORK ENVIRONMENT

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N=Not at all; O=Occasionally (under 1/3); F=Frequently (1/3 to 2/3); C=Continuously (over 2/3)

PHYSICAL DEMANDS		N	O	F	C	Description
Repetitive use of hands					X	Keyboarding
Looking at computer screen					X	
Reaching in any direction			X			
Kneel/Crouch/Crawl		X				
Bend/Stoop/Squat			X			
Balance		X				
Push/Pull/Twist			X			Move carts
Climb heights/ladder		X				
Sit					X	
Stand			X			
Walk			X			
Lift	1-10 lbs		X			Books/materials
	11-19 lbs		X			Books/materials
	20-49 lbs	X				
	50+ lbs	X				
Carry	1-10 lbs		X			Books/ materials
	11-19 lbs		X			Books/ materials
	20-49 lbs	X				
	50+ lbs	X				

WORK ENVIRONMENT	Yes	No	Comments
Working on unprotected heights	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Working near moving equipment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Exposure to temperature extremes	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Driving automotive equipment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Travel to libraries in region
Exposure to dust, fumes and gases	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Working in restricted spaces	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Exposure to elevated noise levels for extended periods of time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Exposure to cleaning chemicals	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Operation of equipment and/or machinery	<input checked="" type="checkbox"/>	<input type="checkbox"/>	General office equipment



COLLECTION DEVELOPMENT CLERK

Department: Collection Development/GRRL Pay Grade: 10
Reports To: Collection Development Librarian FLSA Status: Non-Exempt
Union: General Unit

Date Approved: 05/01/2001
Date of Last Revision: 11/19/2013, 01/20/2015, 09/19/2017

Under direct supervision, the Collection Development Clerk provides clerical support and processes patron requests for materials.

PRIMARY DUTIES AND RESPONSIBILITIES

The following are the regular duties for this position. These duties are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

1. Searches GRRL catalog for requested titles and places request(s) for patron when item is owned by GRRL.
2. Searches a variety of sources for materials not owned by GRRL to verify titles to advance to the Collection Development Librarians or to Interlibrary Loan.
3. Locates reviews for materials requested by patrons but not owned by GRRL and forwards reviews to Collection Development Librarians.
4. Enters data regarding volume of requests and develops reports as requested.
5. Communicates with patrons via email regarding requests for materials.

MINIMUM QUALIFICATIONS

Education and Experience:

High school diploma or equivalent

Required Knowledge, Skills and Abilities:

- Strong organizational skills with attention to detail
- Intermediate computer skills
- Proficiency with Microsoft Excel
- Effective communication skills – written and verbal
- Must be willing to be cross-trained in the Collection Development and Technical Services departments and work in other areas when needed

Complexity of Work: Routine

Budget Responsibility: None

Supervisory Responsibility: None

Scope of Relationships (internal): Contact with staff for informational purposes

Scope of Relationships (external): Email contact with patrons, typically with templates

ACKNOWLEDGEMENT

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Employee _____ Date _____

Printed Name _____

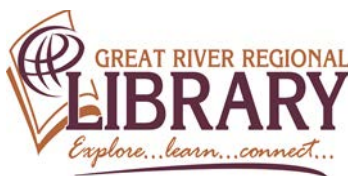
PHYSICAL DEMANDS/WORK ENVIRONMENT

The physical demands and work environment characteristics described below are representative of those that must be met by an employee to successfully perform the essential functions of the job. Work is performed primarily in a standard office environment.

N=Not at all; O=Occasionally (under 1/3); F=Frequently (1/3 to 2/3); C=Continuously (over 2/3)

PHYSICAL DEMANDS		N	O	F	C	Description
Repetitive use of hands					X	Keyboarding
Looking at computer screen					X	
Reaching in any direction		X				
Kneel/Crouch/Crawl		X				
Bend/Stoop/Squat		X				
Balance		X				
Push/Pull/Twist		X				
Climb heights/ladder		X				
Sit					X	
Stand			X			
Walk			X			Mail
Lift	1-10 lbs		X			Books/materials
	11-19 lbs	X				
	20-49 lbs	X				
	50+ lbs	X				
Carry	1-10 lbs		X			Books/materials
	11-19 lbs	X				
	20-49 lbs	X				
	50+ lbs	X				

WORK ENVIRONMENT	Yes	No	Comments
Working on unprotected heights	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Working near moving equipment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Exposure to temperature extremes	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Driving automotive equipment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Exposure to dust, fumes and gases	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Working in restricted spaces	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Exposure to elevated noise levels for extended periods of time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Exposure to cleaning chemicals	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Operation of equipment and/or machinery	<input checked="" type="checkbox"/>	<input type="checkbox"/>	General office equipment



ASSOCIATE DIRECTOR, INFORMATION TECHNOLOGY

Department: Information Technology/GRRL
Reports To: Executive Director
Union: Non-Union

Pay Grade: 29
FLSA Status: Exempt

Date Approved: 07/14/2009

Date of Last Revision: 11/19/2013, 09/16/2014, 09/19/2017

Under administrative direction, the Associate Director, Information Technology establishes and implements technology solutions that support the strategic plan and meet patron needs. Areas of overall responsibility include directing IT operations including architecture, infrastructure, applications, quality assurance, security, data and service.

PRIMARY DUTIES AND RESPONSIBILITIES

The following are the regular duties for this position. These duties are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

1. Supervises Information Technology department staff to provide a high level of service through training and coaching, evaluating performance and directing work duties and responsibilities.
2. Interviews candidates for all positions supervised and makes hiring recommendations to the Executive Director.
3. Oversees the design, development and implementation of technology systems and network infrastructure.
4. Establishes and implements approved policies and procedures for the department that ensure security of data and promote efficient operations and best practices.
5. Oversees and provides guidance on the diagnosis and resolution of technology issues.
6. Oversees maintenance of the library's home pages, databases and other information resources.
7. Oversees the maintenance of telecommunications, networking, and interfaces within the library and with other systems outside of the library.
8. Analyzes complex business needs presented by users and recommends technical solutions.
9. Develops and monitors an annual budget for Information Technology equipment and services.
10. Has access to and uses labor relations information to perform general duties and/or complete project work as assigned.
11. Manages and negotiates contracts with outside vendors for information technology applications.
12. Supports the strategic plan by chairing and serving on teams and work groups.
13. Recommends short and long range plans to make certain network capacity meets existing and future requirements.
14. Serves on the Leadership Support Team to develop, plan and implement the GRRL Strategic Plan and regional cross-department initiatives.
15. Promotes communication and transparency with the GRRL Board of Trustees by preparing materials for GRRL board meetings. May attend meetings and present information related to Information Technology.

MINIMUM QUALIFICATIONS

Education and Experience:

- Bachelor's degree in computer science or related field, or equivalent
- Four years of computer experience including two years supervisory experience

Required Knowledge, Skills and Abilities:

- Knowledge of library automation
- Excellent verbal and written communication skills, including the ability to communicate technology issues and needs in business terms
- Understanding of technology trends and the implications to the organization
- Ability to manage multiple priorities while effectively meeting deadlines
- Strong project management skills
- Ability to exercise good judgment in evaluating situations and making decisions
- Ability to lead change and innovation
- Excellent organizational and leadership skills with the ability to think strategically
- Valid driver's license with satisfactory driving record
- Ability to maintain the confidentiality of information

Complexity of Work: Highly complex

Budget Responsibility: Develops and monitors Information Technology department budget.

Supervisory Responsibility: Supervises Information Technology department staff

Scope of Relationships (internal): Regular contact with library staff regarding policies and procedures and to resolve issues, member of Leadership Support Team

Scope of Relationships (external): Regular contact with vendors

ACKNOWLEDGEMENT

This position description does not constitute an employment agreement between GRRL and the employee and is subject to change by GRRL as the needs of GRRL and requirements of the job change.

GRRL is an equal opportunity employer in compliance with the Americans with Disabilities Act. GRRL will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with GRRL.

Employee signature below indicates employee's understanding of the duties and requirements of the position.

Employee Name: _____ Date: _____

Printed Name: _____

PHYSICAL DEMANDS/WORK ENVIRONMENT

The physical demands and work environment characteristics described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Work is performed in a standard office environment.

N=Not at all; O=Occasionally (under 1/3); F=Frequently (1/3 to 2/3); C=Continuously (over 2/3)

PHYSICAL DEMANDS		N	O	F	C	Description
Repetitive use of hands					X	
Looking at computer screen					X	
Reaching in any direction		X				
Kneel/Crouch/Crawl		X				
Bend/Stoop/Squat		X				
Balance		X				
Push/Pull/Twist		X				
Climb heights/ladder		X				
Sit					X	
Stand			X			
Walk			X			
Lift	1-10 lbs	X				
	11-19 lbs	X				
	20-49 lbs	X				
	50+ lbs	X				
Carry	1-10 lbs	X				
	11-19 lbs	X				
	20-49 lbs	X				
	50+ lbs	X				

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WORK ENVIRONMENT	Yes	No	Comments
Working on unprotected heights	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Working near moving equipment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Exposure to temperature extremes	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Driving automotive equipment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Travel to libraries
Exposure to dust, fumes and gases	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Working in restricted spaces	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Exposure to elevated noise levels for extended periods of time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Exposure to cleaning chemicals	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Operation of equipment and/or machinery	<input checked="" type="checkbox"/>	<input type="checkbox"/>	General office equipment



COMPUTER SUPPORT TECHNICIAN

Department: Information Technology/GRRL **Pay Grade:** 16
Reports To: Associate Director, Information Technology **FLSA Status:** Non-Exempt
Union: Non-Union

Date Approved: 05/01/2001
Date of Last Revision: 11/19/2013, 09/16/2014, 09/19/2017

Under general supervision, the Computer Support Technician provides help desk support and technical assistance to end users throughout the region.

PRIMARY DUTIES AND RESPONSIBILITIES

The following are the regular duties for this position. These duties are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

1. Troubleshoots and resolves customer reported problems with systems/applications.
2. Performs routine maintenance of computers and equipment.
3. Provides technical assistance to staff in use of equipment and software.
4. Installs, configures and tests computer hardware and software.
5. Escalates major problems to appropriate resource.
6. Runs and/or distributes daily, weekly, and monthly computer generated reports as directed
7. Maintains inventory of all hardware and software.
8. Has access to and uses labor relations information to perform general duties and/or complete project work as assigned.
9. Monitors work tickets and responds to tickets in a timely manner.
10. Documents work completed in service tickets.
11. Supports the Information Technology department by working on projects as assigned.
12. Travels to libraries throughout the region to provide technology services.

MINIMUM QUALIFICATIONS

Education and Experience:

- Two years college or specialized post-high school training in computer science or related field, or equivalent
- Two years computer experience

Required Knowledge, Skills and Abilities:

- Possession of a valid driver's license and satisfactory driving record
- Ability to perform detailed computer work with consistent accuracy
- Ability to maintain confidential information
- Ability to work independently
- Strong attention to detail with consistent accuracy
- Ability to identify and resolve problems

- Ability to prioritize work and effectively meet deadlines
- Knowledge of basic computer hardware and software
- Proficient with computers and applications
- Strong interpersonal and communication skills with customer service focus

Complexity of Work: Complex

Budget Responsibility: None

Supervisory Responsibility: None

Scope of Relationships (internal): Regular contact with staff for informational purposes and to resolve issues

Scope of Relationships (external): Regular contact with technology vendors

ACKNOWLEDGEMENT

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Employee signature below indicates employee's understanding of the duties and requirements of the position.

Employee _____

Date _____

Printed Name: _____

PHYSICAL DEMANDS/WORK ENVIRONMENT

The physical demands and work environment characteristics described below are representative of those that must be met by an employee to successfully perform the essential functions of the job. Work is performed primarily in standard office environment. Position requires frequent travel to libraries through the region.

N=Not at all; O=Occasionally (under 1/3); F=Frequently (1/3 to 2/3); C=Continuously (over 2/3)

PHYSICAL DEMANDS		N	O	F	C	Description
Repetitive use of hands					X	Keyboarding
Looking at computer screen					X	
Reaching in any direction			X			
Kneel/Crouch/Crawl			X			
Bend/Stoop/Squat			X			
Balance		X				
Push/Pull/Twist			X			
Climb heights/ladder			X			
Sit					X	
Stand			X			
Walk			X			
Lift	1-10 lbs		X			
	11-19 lbs		X			
	20-49 lbs		X			
	50+ lbs		X			Team lift
Carry	1-10 lbs		X			
	11-19 lbs		X			
	20-49 lbs		X			
	50+ lbs		X			Team lift

WORK ENVIRONMENT	Yes	No	Comments
Working on unprotected heights	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Working near moving equipment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Exposure to temperature extremes	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Driving automotive equipment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Travel to libraries in region
Exposure to dust, fumes and gases	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Dust from cleaning computer hardware, fumes from malfunctioning equipment
Working in restricted spaces	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Exposure to elevated noise levels for extended periods of time	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Telecommunications room (servers)
Exposure to cleaning chemicals	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Operation of equipment and/or machinery	<input checked="" type="checkbox"/>	<input type="checkbox"/>	General office equipment



COMPUTER SYSTEMS ANALYST

Department: Information Technology/GRRL **Pay Grade:** 24
Reports To: Associate Director, Information Technology **FLSA Status:** Exempt
Union: Non-Union

Date Approved: 05/01/2001
Date of Last Revision: 11/19/2013, 09/16/2014, 09/01/2015, 09/19/2017

Under general direction, the Computer Systems Analyst evaluates, implements and develops technology solutions to enhance technology services for patrons and staff. Areas of responsibility include updates, security management, software, hardware, and networking.

PRIMARY DUTIES AND RESPONSIBILITIES

The following are the regular duties for this position. These duties are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

1. Analyzes and resolves complex software, hardware, and network problems to optimize staff workflow or restore services.
2. Recommends and implements region wide policies and configurations for critical systems.
3. Directs the workflow of Computer Support Technicians and mentors new IT staff.
4. Coordinates communication and implementation of vendor software and services to ensure optimal ongoing operations.
5. Provides technical training to staff in the use of computer equipment, software and web properties.
6. Maintains and monitors the health of core system architecture including virtual servers, operating systems, databases and security.
7. Monitors and runs backup procedures and inventory control.
8. Analyzes and develops reports to help identify patterns to influence business direction.
9. Maintains telecommunications, networking, and interfaces across the region and to external vendor systems.
10. Has access to and uses labor relations information to perform general duties and/or complete project work as assigned.
11. Communicates with technology vendors for research and analysis and to provide effective implementation and ongoing operations.
12. Develops and maintains documentation on procedures related to support, administration, and maintenance of technology systems.
13. Recommends, tests, configures and maintains computer programs and systems including coordinating installations.
14. Travels to libraries throughout the region to provide technology assistance.
15. Identifies, resolves and mitigates security of information systems. Adheres to data practices policies.
16. Assists with triage of incoming issues using and provides guidance for resolution.

MINIMUM QUALIFICATIONS

Education and Experience:

- Bachelor’s degree in computer science or related field, or equivalent
- Four years computer systems experience

Required Knowledge, Skills and Abilities:

- Experience with SQL or other query languages
- Experience with installing, configuring and maintaining virtual infrastructures, including virtual hosts and virtual desktops
- Experience with information system security
- Strong attention to detail with high degree of accuracy
- Ability to manage and prioritize multiple projects
- Ability to identify and resolve complex hardware and software problems
- Strong communication skills both written and verbal
- Ability to work independently or in a team setting
- Ability to maintain confidential information
- Possession of a valid driver’s license and satisfactory driving record

Complexity of Work: Complex

Budget Responsibility: None

Supervisory Responsibility: None

Scope of Relationships (internal): Regular contact with staff for informational purposes and to resolve issues

Scope of Relationships (external): Regular contact with technology vendors

ACKNOWLEDGEMENT

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Employee signature below indicates employee's understanding of the duties and requirements of the position.

Employee _____

Date _____

Printed Name: _____

PHYSICAL DEMANDS/WORK ENVIRONMENT

The physical demands and work environment characteristics described below are representative of those that must be met by an employee to successfully perform the essential functions of the job. Work is performed primarily in standard office environment.

N=Not at all; O=Occasionally (under 1/3); F=Frequently (1/3 to 2/3); C=Continuously (over 2/3)

PHYSICAL DEMANDS		N	O	F	C	Description
Repetitive use of hands					X	Keyboarding
Looking at computer screen					X	
Reaching in any direction			X			
Kneel/Crouch/Crawl			X			
Bend/Stoop/Squat			X			
Balance		X				
Push/Pull/Twist			X			
Climb heights/ladder			X			
Sit					X	
Stand			X			
Walk			X			
Lift	1-10 lbs		X			
	11-19 lbs		X			
	20-49 lbs		X			
	50+ lbs		X			Team lift
Carry	1-10 lbs		X			
	11-19 lbs		X			
	20-49 lbs		X			
	50+ lbs		X			Team Lift

WORK ENVIRONMENT	Yes	No	Comments
Working on unprotected heights	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Ladders and lifts to reach equipment above ceilings.
Working near moving equipment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Exposure to temperature extremes	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Driving automotive equipment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Exposure to dust, fumes and gases	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Dust from cleaning computer hardware, fumes from malfunctioning equipment
Working in restricted spaces	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Exposure to elevated noise levels for extended periods of time	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Telecommunications room (servers)
Exposure to cleaning chemicals	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Operation of equipment and/or machinery	<input checked="" type="checkbox"/>	<input type="checkbox"/>	General office equipment



WEB DEVELOPER

Department: Information Technology/GRRL **Pay Grade:** 24
Reports To: Associate Director, Information Technology **FLSA Status:** Exempt
Union: Non-Union

Date Approved: 05/01/2001
Date of Last Revision: 11/19/2013, 09/16/2014, 09/19/2017

Under general direction, the Web Developer develops and maintains GRRL websites and other web properties.

PRIMARY DUTIES AND RESPONSIBILITIES

The following are the regular duties for this position. These duties are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

1. Designs, develops and maintains dynamic database-supported web pages.
2. Integrates databases with web applications.
3. Completes upgrades to web systems.
4. Works with customers to develop applications to support internal work flow or patron services.
5. Develops applications that adhere to security policies and best practices.
6. Trains staff on new and existing web applications.
7. Performs preventive maintenance and backups of web properties.
8. Supports the strategic plan by chairing and serving on teams and work groups.
9. Supports the department by performing duties of Computer Systems Analyst as needed.

MINIMUM QUALIFICATIONS

Education and Experience:

- Bachelor's degree in Computer Science or related field, or equivalent
- Four years computer systems experience

Required Knowledge, Skills and Abilities:

- Knowledge of basic programming languages such as PHP, HTML, CSS, JavaScript
- Ability to make use of other programming methods as necessary
- Ability to learn and adopt emerging technologies and practices
- Ability to facilitate/lead team meetings
- Knowledge of web best practices
- Experience with web development
- Experience implementing responsive design
- Knowledge of information system security
- Strong attention to detail with high degree of accuracy
- Ability to manage and prioritize multiple projects

- Ability to identify and resolve problems
- Strong communication skills both written and verbal
- Ability to maintain confidential information
- Ability to work independently or in a team setting
- Possession of a valid driver's license and satisfactory driving record

Complexity of Work: Complex

Budget Responsibility: None

Supervisory Responsibility: None

Scope of Relationships (internal): Regular contact with staff for informational purposes and to resolve issues

Scope of Relationships (external): Regular contact with technology vendors

ACKNOWLEDGEMENT

This position description does not constitute an employment agreement between GRRL and the employee and is subject to change by GRRL as the needs of GRRL and requirements of the job change.

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Employee signature below indicates employee's understanding of the duties and requirements of the position.

Employee _____

Date _____

Printed Name: _____

PHYSICAL DEMANDS/WORK ENVIRONMENT

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N=Not at all; O=Occasionally (under 1/3); F=Frequently (1/3 to 2/3); C=Continuously (over 2/3)

PHYSICAL DEMANDS		N	O	F	C	Description
Repetitive use of hands					X	Keyboarding
Looking at computer screen					X	
Reaching in any direction			X			
Kneel/Crouch/Crawl			X			
Bend/Stoop/Squat			X			
Balance		X				
Push/Pull/Twist			X			
Climb heights/ladder			X			
Sit					X	
Stand			X			
Walk			X			
Lift	1-10 lbs		X			
	11-19 lbs		X			
	20-49 lbs		X			
	50+ lbs		X			
Carry	1-10 lbs		X			
	11-19 lbs		X			
	20-49 lbs		X			
	50+ lbs		X			

WORK ENVIRONMENT	Yes	No	Comments
Working on unprotected heights	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Working near moving equipment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Exposure to temperature extremes	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Driving automotive equipment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Exposure to dust, fumes and gases	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Working in restricted spaces	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Exposure to elevated noise levels for extended periods of time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Exposure to cleaning chemicals	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Operation of equipment and/or machinery	<input checked="" type="checkbox"/>	<input type="checkbox"/>	General office equipment



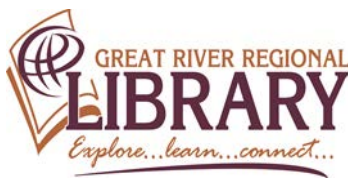
PHYSICAL DEMANDS/WORK ENVIRONMENT

The physical demands and work environment characteristics described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Work is performed in a standard office environment.

N=Not at all; O=Occasionally (under 1/3); F=Frequently (1/3 to 2/3); C=Continuously (over 2/3)

PHYSICAL DEMANDS		N	O	F	C	Description
Repetitive use of hands					X	Scan/shelve materials
Looking at computer screen				X		
Reaching in any direction				X		Shelve materials
Kneel/Crouch/Crawl				X		Shelve materials
Bend/Stoop/Squat				X		Shelve materials
Balance		X				
Push/Pull/Twist				X		Move carts
Climb heights/ladder			X			AMHS tunnel
Sit				X		
Stand				X		
Walk				X		
Lift	1-10 lbs				X	Books
	11-19 lbs			X		
	20-49 lbs			X		
	50+ lbs		X			
Carry	1-10 lbs				X	Books
	11-19 lbs			X		
	20-49 lbs		X			
	50+ lbs		X			

WORK ENVIRONMENT	Yes	No	Comments
Working on unprotected heights	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Working near moving equipment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	AMHS
Exposure to temperature extremes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Empty book drop
Driving automotive equipment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Exposure to dust, fumes and gases	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Dust from books
Working in restricted spaces	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Limited, AMHS tunnel
Exposure to elevated noise levels for extended periods of time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Low noise, AMHS
Exposure to cleaning chemicals	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Limited exposure
Operation of equipment and/or machinery	<input checked="" type="checkbox"/>	<input type="checkbox"/>	General office equipment, AMHS



PHYSICAL DEMANDS/WORK ENVIRONMENT

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N=Not at all; O=Occasionally (under 1/3); F=Frequently (1/3 to 2/3); C=Continuously (over 2/3)

PHYSICAL DEMANDS		N	O	F	C	Description
Repetitive use of hands					X	Scanning/shelving materials
Looking at computer screen				X		
Reaching in any direction				X		Shelving materials
Kneel/Crouch/Crawl			X			Shelving materials
Bend/Stoop/Squat				X		Shelving materials
Balance		X				
Push/Pull/Twist			X			Move carts
Climb heights/ladder		X				
Sit			X			
Stand				X		
Walk				X		
Lift	1-10 lbs			X		Books
	11-19 lbs		X			Moving delivery bags
	20-49 lbs		X			Moving delivery bags
	50+ lbs		X			
Carry	1-10 lbs			X		Books
	11-19 lbs		X			Moving delivery bags
	20-49 lbs		X			Moving delivery bags
	50+ lbs		X			Moving delivery bags

WORK ENVIRONMENT	Yes	No	Comments
Working on unprotected heights	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Working near moving equipment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Exposure to temperature extremes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Emptying book drop
Driving automotive equipment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Exposure to dust, fumes and gases	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Working in restricted spaces	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Exposure to elevated noise levels for extended periods of time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Exposure to cleaning chemicals	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Limited exposure
Operation of equipment and/or machinery	<input checked="" type="checkbox"/>	<input type="checkbox"/>	General office equipment