



106 Washington Avenue, Oshkosh, Wisconsin 54901-4985

MEMORANDUM

DATE: July 12, 2019
TO: Oshkosh Public Library Board of Trustees
FROM: Jeff Gilderson-Duwe, Library Director
SUBJECT: Proposed Changes to Library Table of Organization

I recommend the following changes to the Library Table of Organization. I believe these changes will improve service and operational efficiency. Among the benefits of these changes will be the following: correction of a long-standing inequity in employees' fringe benefits; an improvement in our capacity to carry out community outreach activities and to build community partnerships; and improved management of public library information services in the digital world.

1. Library Assistant II – Increase 20 hours per week positions to 24 hours per week:

I propose to make the following changes effective Friday, July 26, 2019

Increase the schedules of all 20 hours per week Library Assistant II positions to 24 hours per week. There are five such positions in the library table of organization: three in the Children's and Family Outreach Services Department and two in the second floor Reference area of the Public Services Department.

I believe that this change will accomplish the following improvements:

- Add 20 hours of labor capacity to support the service efforts of the library;
- Achieve equity among all Library Assistant II employees in that they will all be eligible for fringe benefits, especially medical and dental insurance coverage; and
- Erase a morale challenge for the library that has existed since the passage of 2011 Act 10 by the Wisconsin legislature. Currently, some 20 hours per week Library Assistant II employees who are NOT eligible for fringe benefits work beside other Library Assistant II employees who ARE eligible by virtue of their hire date.

2. Re-establish Managing Librarian position on second floor; re-establish separate public services departments:

After several months of experience with our attempt to combine the first and second floors into one Public Services Department, I have concluded that we need to reverse course. The second floor, I believe, needs the leadership and management guidance of

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an experienced Managing Librarian. I recommend that the board authorize me to re-create such a position (as existed before February 24, 2019) to lead a re-named and re-focused “Information Services Department” on the library’s second floor.

A revised description for the Head Information Services position spells out its specific duties. However, it is worth mentioning that this position will take over major responsibility for the Library’s program offerings to adults and teens. S/he will co-lead a library-wide Program Team with the Head of Children and Family Outreach Services. The Program Team will plan public programming so that it more effectively realizes the library’s strategic vision, mission, and goals.

Thus, I ask the library board to approve the following changes to the Library’s table of organization, effective July 26, 2019, and to authorize me to recruit a new Head of Information Services.

- Create a full-time position in the Managing Librarian Classification (Pay Grade H), called “Head of Information Services;”
- Separate the Public Services Department into two departments: First Floor Public Services, and Information Services, with both departments under the general management oversight of the Assistant Director for Public Services, to whom the new Head of Information Services will report.

3. Transform the duties of the Librarian position in the Library Development Department to emphasize building relationships with the community:

The full-time Volunteer Coordinator / Program Support Specialist position is classified as a Librarian (Pay Grade F) and is part of the Library Development Department, along with the Marketing Coordinator and the Graphic Designer.

I propose to transform the duties of this Librarian position and re-name it “Community Engagement Librarian.” Since at least 2016, we have discussed the need to enable the Library more effectively to build relationships in the wider Oshkosh Community. My plan is to move some of this position’s duties elsewhere (responsibility for public program coordination to the new Head of Information Services, and Friends of the Library liaison to the Assistant Director for Library Development). A description of the duties for the “Community Engagement Librarian” position will be submitted for the board’s consideration at its July 25, 2019 regular meeting. Those duties include coordinating Library participation in outreach opportunities in the community, nurturing partner relationships with other organizations to build community capacity, serving as a public relations spokesperson, and coordinating assistance provided to the Library by volunteers.

Because this position is currently responsible for coordinating adult programs, and because it will be required to do so until a Head of Information Services is hired, the effective date of the transformation from Volunteer Coordinator / Program Support Specialist Librarian duties to Community Engagement Librarian duties will occur sometime after that new staff member is on board.

The change to the table of organization for this position is a change in name; the substance of the change is embodied in the new position description, which the board will be asked to approve.

In summary, the changes I ask the library board to consider on July 25, 2019, are intended to add support staff capacity at the Library Assistant II level, correct an inequitable situation pertaining to fringe benefits that has persisted for some time; restore experienced professional leadership to a re-focused and re-named Information Services Department on the Library's second floor; and allow us at last to face outward more effectively to the community with a "Community Engagement Librarian" position.