



Multnomah County Agenda Placement Request Budget Modification

(Revised 9/23/13)

Board Clerk Use Only

Meeting Date: _____

Agenda Item #: _____

Est. Start Time: _____

Date Submitted: _____

Agenda Title: BUDGET MODIFICATION # Lib-04-17: Reclassifying 12 positions to OA Sr. in order to staff the new Library Contact Center

Requested Meeting Date: _____ Time Needed: 5 minutes

Department: 80 - Library Division: System Access & Information Services, Central Library, Neighborhood Libraries

Contact(s): Daniel Flanigan

Phone: 503-988-5431 Ext. _____ I/O Address 317/LAL

Presenter Name(s) & Title(s): Cindy Gibbon, Access & Information Services Director

General Information

1. What action are you requesting from the Board?

Requesting approval of Budget Modification LIB-04-17 to reclassify 12 positions for the new Library Contact Center, all as approved by the Class Comp unit of Central Human Resources.

2. Please provide sufficient background information for the Board and the public to understand this issue. Please note which Program Offer this action affects and how it impacts the results.

The library contact center is being formed to create a better and more consistent experience for patrons who contact the library virtually via phone, email, text or chat. Patrons who need assistance with library services, need help to manage their library account or have informational questions will be greeted by a small, dedicated group of virtual service experts who are specialists in providing customer service via these channels. The creation of a centralized contact center is in alignment with best practice for many other large public libraries and organizations. The virtual customer experience will be streamlined and simplified. Preliminary planning data shows that contact center staff should be able to answer 80-85% of all the queries they receive without having to refer the question to other staff. In addition, staff in public service locations will be able to concentrate on serving their in-person patrons, as most of the phone calls they are now receiving can easily be handled by the contact center. Spanish bilingual staff will be scheduled during all contact center open hours. IRCO translation service will be used for other phone interpretation

needs.

The library's FY 2017 adopted budget contains three positions for the initial implementation of the contact center: a library supervisor and two office assistant senior positions.

Twelve library clerk, access services assistant, and library assistant positions have been held open by staffing them as temporary assignments during FY 2017 so that those positions can move to the contact center (a total of 11.0 FTE). The Class/Comp unit has determined the appropriate classification for this work is the Office Assistant Senior; thus, the vacant positions are now being reclassified and transferred to program offer 80019, System Access & Information Services, except as noted.

From program offer 80000, Central Library:

4.0 FTE Access Services Assistant (5 positions) - reclass requests 3540 and 3545

3.0 FTE Library Clerk positions - reclass requests 3541 and 3544

2.0 FTE Library Assistant positions - reclass request 3546

From program offer 80002, Neighborhood Libraries:

2.0 FTE Library Assistant positions - reclass request 3638

Of these 2.0 FTE, two 0.50 positions are transferring to the contact center in program offer 80019; the other 1.0 FTE is being reallocated in .25 increments to two library clerk positions and two library assistant positions and remaining within the Neighborhood Libraries program offer.

3. Explain the fiscal impact (current year and ongoing).

There is no net impact to the Library Fund for the current fiscal year. Ongoing, personnel changes made via this budget modification will be incorporated in to future budgets.

4. Explain any legal and/or policy issues involved.

N/A

5. Explain any citizen or other government participation.

N/A

Budget Modification

6. What revenue is being changed and why? If the revenue is from a federal source, please list the Catalog of Federal Assistance Number (CFDA).

N/A

7. What budgets are increased/decreased?

Central Library (Program Offer 80000-17):

Permanent personnel in Circulation Services (802110) decreased \$173,163.

Permanent personnel in Stack Services (802120) decreased \$201,624.

Permanent personnel in Central Information Services (802300) decreased \$126,631.

Neighborhood Libraries (Program Offer 80002-17):

Permanent personnel in Capitol Hill Library (805230) decreased \$18,310.

Permanent personnel in North Portland Library (805320) decreased \$20,514.

Neighborhood Libraries Management (Program Offer 80016-17):
Temporary personnel in Neighborhood Libraries Mgmt. (805110) decreased \$20,604

System Access & Information Svc (Program Offer 80019-17):
Permanent personnel in System Access & Information Services (803810) increased \$560,846.

8. What do the changes accomplish?

The changes in classification allow for the creation of the Library Contact Center.

9. Do any personnel actions result from this budget modification?

Central Library:

Three 1.0 FTE Access Service Assistant (ASA) positions in Stack Services (802120) will be reclassified to 1.0 FTE Office Assistant Sr. and moved to System Access & Information Services (803810).

A .5 FTE ASA position in Stack Services and a .5 FTE ASA position in Circulation Services (802110) will be reclassified to .5 FTE OA Sr. and moved to System Access & Information Services.

Three 1.0 FTE Library Clerk positions in Circulation Services will be reclassified to 1.0 OA Sr. and moved to System Access & Information Services.

Two 1.0 FTE Library Assistant positions in Central Information Services will be reclassified to OA Sr. and moved to System Access & Information Services.

Neighborhood Libraries:

Capitol Hill Library (805230)- A 1.0 FTE Library Clerk position will be reclassified to a .50 FTE OA Sr. position and moved to System Access & Information Services. A 50 FTE Library Clerk position will be increased to .75 FTE and a .50 Library Assistant position will be increased to .75 FTE.

North Portland Library (805320)- A 1.0 FTE Library clerk position will be reclassified to a .50 FTE OA Sr. and moved to System Access & Information Services. A 50 FTE Library Clerk position will be increased to .75 FTE and a .50 Library Assistant position will be increased to .75 FTE.

10. If a grant, is 100% of the central and department indirect recovered? If not, please explain why.

N/A

11. Is the revenue one-time-only in nature? Will the function be ongoing? What plans are in place to identify a sufficient ongoing funding stream?

N/A

12. If a grant, what period does the grant cover? When the grant expires, what are funding plans? Are there any particular stipulations required by the grant (e.g. cash match, in kind match, reporting requirements, etc)?

N/A

Required Signature

**Elected Official or
Dept. Director:** _____

Date: _____

Budget Analyst: _____

Date: _____

Department HR: _____

Date: _____

Countywide HR: _____

Date: _____