



Multnomah County Agenda Placement Request Budget Modification

(Revised 9/23/13)

APPROVED: MULTNOMAH COUNTY
BOARD OF COMMISSIONERS

AGENDA # R-4 DATE 1/9/17
MARINA BAKER, ASST BOARD CLERK

Board Clerk Use Only

Meeting Date: 1/19/17
Agenda Item #: R.4
Est. Start Time: 9:45 am
Date Submitted: 1/5/17

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: January 19, 2017 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:** Becky Cobb /s/

Date: January 4, 2017

Budget Analyst: Jeff Renfro /s/

Date: January 4, 2017

Department HR: Shelly Kent /s/

Date: January 5, 2017

Countywide HR: Karie Miller /s/

Date: January 4, 2017

Exp/Rev/FTE - Budget Modification

Budget Year: 2017

Budget Modification: Lib-04-17

Expenditures & Revenues

An increase in revenue is shown as a negative value and a decrease as a positive value for consistency with SAP.

Line No.	Program Offer Number	Fund Code	Fund Center	Func. Area	Cost Object	Cost Element	Current Amount	Revised Amount	Change Increase/(Decrease)	Subtotal
1	72020-17	3500			705210	50316 - Svc Rmb Med/Dental	(78,288,769)	(78,289,026)	(257)	
2	72020-17	3500			705210	60330 - Claims Paid	12,837,422	12,837,679	257	
3500 Total										0
Total										0
Program Offer Number 72020-17 Total										0
3	80000-17	1510			802110	60000 - Permanent	1,080,738	983,749	(96,989)	
4	80000-17	1510			802110	60130 - Salary Related Expns	381,238	349,112	(32,126)	
5	80000-17	1510			802110	60140 - Insurance Benefits	453,137	409,089	(44,048)	
6	80000-17	1510			802120	60000 - Permanent	1,858,975	1,751,357	(107,618)	
7	80000-17	1510			802120	60130 - Salary Related Expns	622,833	587,856	(34,977)	
8	80000-17	1510			802120	60140 - Insurance Benefits	918,461	859,432	(59,029)	
9	80000-17	1510			802300	60000 - Permanent	3,141,805	3,067,872	(73,933)	
10	80000-17	1510			802300	60130 - Salary Related Expns	1,090,737	1,068,032	(22,705)	
11	80000-17	1510			802300	60140 - Insurance Benefits	1,053,505	1,023,512	(29,993)	
1510 Total										(501,418)
Total										(501,418)
Program Offer Number 80000-17 Total										(501,418)
12	80002-17	1510			805230	60000 - Permanent	467,093	457,053	(10,040)	
13	80002-17	1510			805230	60130 - Salary Related Expns	162,856	160,065	(2,791)	
14	80002-17	1510			805230	60140 - Insurance Benefits	183,361	177,882	(5,479)	
15	80002-17	1510			805320	60000 - Permanent	586,636	575,837	(10,799)	
16	80002-17	1510			805320	60130 - Salary Related Expns	196,155	191,969	(4,186)	

Exp/Rev/FTE - Budget Modification

Budget Year: 2017

Budget Modification: Lib-04-17

Line No.	Program Offer Number	Fund Code	Fund Center	Func. Area	Cost Object	Cost Element	Current Amount	Revised Amount	Change Increase/ (Decrease)	Subtotal
17	80002-17	1510			805320	60140 - Insurance Benefits	230,238	224,709	(5,529)	
1510 Total										(38,824)
Total										(38,824)
Program Offer Number 80002-17 Total										(38,824)
18	80016-17	1510			805110	60100 - Temporary	77,692	57,088	(20,604)	
1510 Total										(20,604)
Total										(20,604)
Program Offer Number 80016-17 Total										(20,604)
19	80019-17	1510			803810	60000 - Permanent	614,116	928,216	314,100	
20	80019-17	1510			803810	60120 - Premium	0	4,553	4,553	
21	80019-17	1510			803810	60130 - Salary Related Expns	207,928	305,786	97,858	
22	80019-17	1510			803810	60140 - Insurance Benefits	176,463	320,798	144,335	
1510 Total										560,846
Total										560,846
Program Offer Number 80019-17 Total										560,846

Exp/Rev/FTE - Budget Modification

Budget Year: 2017

Budget Modification: Lib-04-17

Annualized Personnel Changes

Change is shown on a full year basis even though this action affects only a part of the fiscal year (FY).

Position Number	JCN	JCN Description	HR Org	Fund	Cost Object Number	Annualized				Total
						FTE	Base Pay (60000)	Fringe (60130)	Insurance (60140)	
701223	6002	Office Assistant/Sr		1510	803810	1.00	39,017	11,982	17,635	68,634
701223	7202	Library Clerk		1510	802110	(1.00)	(36,340)	(11,160)	(17,454)	(64,954)
701897	6002	Office Assistant/Sr		1510	803810	0.50	19,508	5,990	9,872	35,370
701897	7202	Library Clerk		1510	805320	(1.00)	(41,439)	(15,067)	(17,798)	(74,304)
703763	6002	Office Assistant/Sr		1510	803810	1.00	39,017	11,982	17,635	68,634
703763	7211	Library Assistant		1510	802300	(1.00)	(42,390)	(13,018)	(17,862)	(73,270)
704408	7202	Library Clerk		1510	805320	0.25	9,373	2,878	3,332	15,583
705117	6002	Office Assistant/Sr		1510	803810	1.00	39,017	11,982	17,635	68,634
705117	7211	Library Assistant		1510	802300	(1.00)	(45,357)	(13,929)	(18,063)	(77,349)
705174	6002	Office Assistant/Sr		1510	803810	1.00	39,017	11,982	17,635	68,634
705174	7202	Library Clerk		1510	802110	(1.00)	(36,079)	(11,080)	(17,436)	(64,595)
706257	6002	Office Assistant/Sr		1510	803810	0.50	19,508	5,990	9,872	35,371
706257	7212	Access Services Assistant		1510	802120	(0.50)	(15,660)	(4,809)	(9,613)	(30,082)
706535	6002	Office Assistant/Sr		1510	803810	0.50	23,440	7,198	10,138	40,776
706535	7202	Library Clerk		1510	805230	(1.00)	(40,930)	(12,569)	(17,764)	(71,263)
707703	7202	Library Clerk		1510	805230	0.25	10,360	3,766	3,399	17,525
710242	6002	Office Assistant/Sr		1510	803810	1.00	39,017	11,982	17,635	68,634

Budget Modification: Lib-04-17

						Annualized				
Position Number	JCN	JCN Description	HR Org	Fund	Cost Object Number	FTE	Base Pay (60000)	Fringe (60130)	Insurance (60140)	Total
710242	7212	Access Services Assistant		1510	802120	(1.00)	(34,146)	(12,415)	(17,306)	(63,867)
710480	6002	Office Assistant/Sr		1510	803810	1.00	39,017	11,982	17,635	68,634
710480	7202	Library Clerk		1510	802110	(1.00)	(41,439)	(15,067)	(17,798)	(74,304)
711352	6002	Office Assistant/Sr		1510	803810	1.00	39,017	11,982	17,635	68,634
711352	7212	Access Services Assistant		1510	802120	(1.00)	(31,555)	(9,691)	(17,131)	(58,377)
711353	6002	Office Assistant/Sr		1510	803810	1.00	39,017	11,982	17,635	68,634
711353	7212	Access Services Assistant		1510	802120	(1.00)	(31,477)	(9,666)	(17,126)	(58,269)
715552	6002	Office Assistant/Sr		1510	803810	0.50	19,508	5,990	9,872	35,371
715552	7212	Access Services Assistant		1510	802120	(0.50)	(15,660)	(4,809)	(9,613)	(30,082)
715940	7211	Library Assistant		1510	805320	0.25	10,829	3,937	3,432	18,198
715954	7211	Library Assistant		1510	805230	0.25	11,113	3,412	3,451	17,976
Total Annualized Changes:						0.00	\$23,302	\$1,738	(\$514)	\$24,527

Exp/Rev/FTE - Budget Modification

Budget Year: 2017

Budget Modification: Lib-04-17

Current Year Personnel Changes

Cost/savings that will take place in this FY; these explain the actual dollar amounts being changed by this BudMod.

Position Number	JCN	JCN Description	HR Org	Fund	Cost Object Number	Current Year				Total
						FTE	Base Pay (60000)	Fringe (60130)	Insurance (60140)	
701223	6002	Office Assistant/Sr		1510	803810	0.83	32,514	9,985	14,696	57,195
701223	7202	Library Clerk		1510	802110	(0.83)	(30,717)	(9,433)	(14,574)	(54,724)
701897	6002	Office Assistant/Sr		1510	803810	0.25	9,754	2,995	4,936	17,685
701897	7202	Library Clerk		1510	805320	(0.50)	(20,719)	(7,533)	(8,899)	(37,151)
703763	6002	Office Assistant/Sr		1510	803810	0.83	32,514	9,985	14,696	57,195
703763	7211	Library Assistant		1510	802300	(0.83)	(35,483)	(10,897)	(14,896)	(61,276)
704408	7202	Library Clerk		1510	805320	0.13	4,591	1,410	1,660	7,661
705117	6002	Office Assistant/Sr		1510	803810	0.83	32,514	9,985	14,696	57,195
705117	7211	Library Assistant		1510	802300	(0.83)	(38,450)	(11,808)	(15,097)	(65,355)
705174	6002	Office Assistant/Sr		1510	803810	0.83	32,514	9,985	14,696	57,195
705174	7202	Library Clerk		1510	802110	(0.83)	(30,456)	(9,353)	(14,556)	(54,365)
706257	6002	Office Assistant/Sr		1510	803810	0.42	16,257	4,992	8,227	29,476
706257	7212	Access Services Assistant		1510	802120	(0.42)	(13,050)	(4,007)	(8,011)	(25,068)
706535	6002	Office Assistant/Sr		1510	803810	0.25	11,720	3,599	5,069	20,388
706535	7202	Library Clerk		1510	805230	(0.50)	(20,720)	(6,362)	(8,900)	(35,982)
707703	7202	Library Clerk		1510	805230	0.13	5,180	1,883	1,699	8,762
710242	6002	Office Assistant/Sr		1510	803810	0.83	32,514	9,985	14,696	57,195

Exp/Rev/FTE - Budget Modification

Budget Year: 2017

Budget Modification: Lib-04-17

Position Number	JCN	JCN Description	HR Org	Fund	Cost Object Number	FTE	Current Year			Total
							Base Pay (60000)	Fringe (60130)	Insurance (60140)	
710242	7212	Access Services Assistant		1510	802120	(0.83)	(28,926)	(10,812)	(14,454)	(54,192)
710480	6002	Office Assistant/Sr		1510	803810	0.83	32,514	9,985	14,696	57,195
710480	7202	Library Clerk		1510	802110	(0.83)	(35,816)	(13,340)	(14,918)	(64,074)
711352	6002	Office Assistant/Sr		1510	803810	0.83	32,514	9,985	14,696	57,195
711352	7212	Access Services Assistant		1510	802120	(0.83)	(26,335)	(8,088)	(14,279)	(48,702)
711353	6002	Office Assistant/Sr		1510	803810	0.83	32,514	9,985	14,696	57,195
711353	7212	Access Services Assistant		1510	802120	(0.83)	(26,257)	(8,063)	(14,274)	(48,594)
715552	6002	Office Assistant/Sr		1510	803810	0.42	16,257	4,992	8,227	29,476
715552	7212	Access Services Assistant		1510	802120	(0.42)	(13,050)	(4,007)	(8,011)	(25,068)
715940	7211	Library Assistant		1510	805320	0.13	5,329	1,937	1,710	8,976
715954	7211	Library Assistant		1510	805230	0.13	5,500	1,688	1,722	8,910
Total Current FY Changes:						0.00	\$14,721	(\$327)	(\$51)	\$14,343