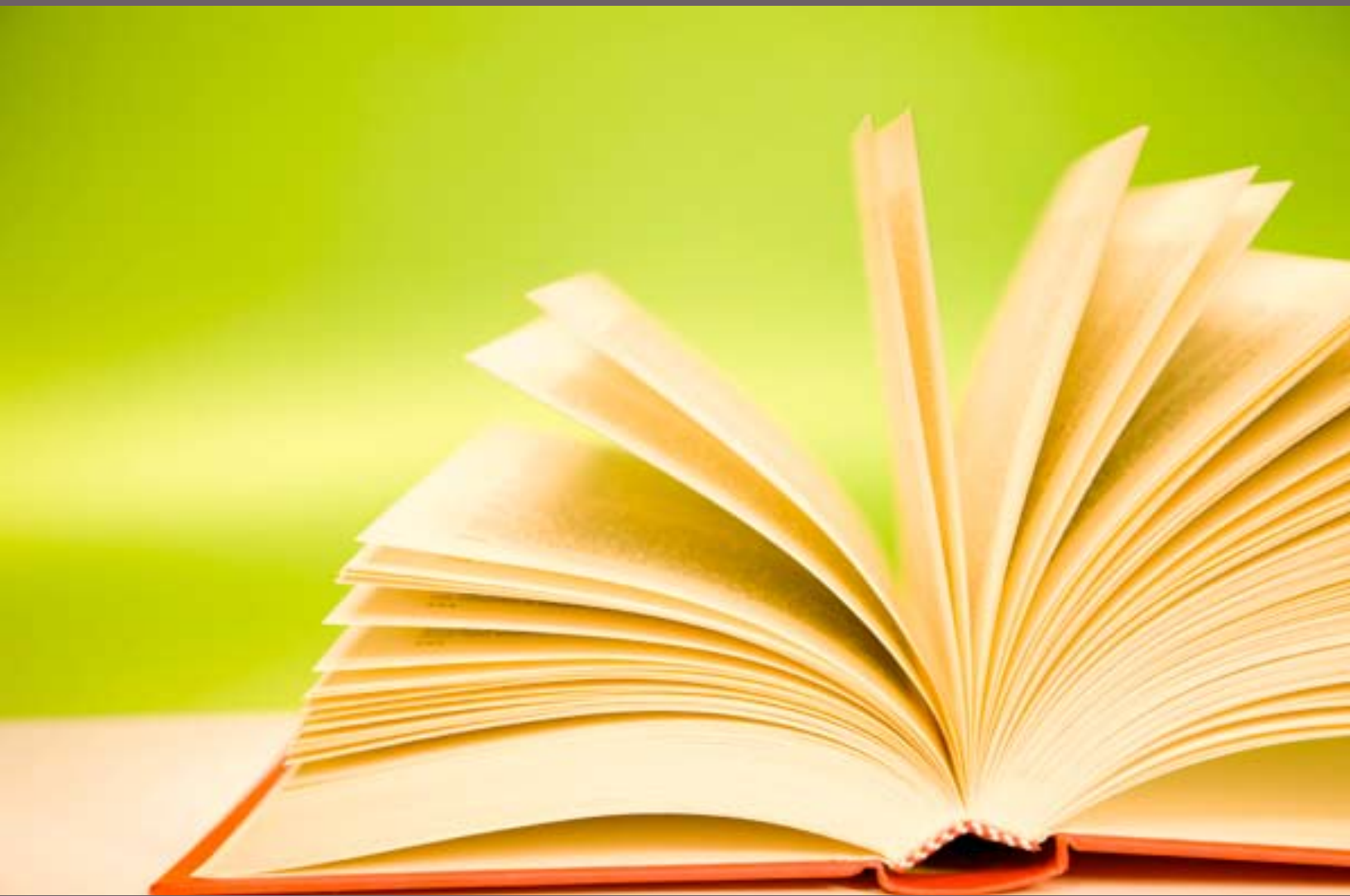


2010
questionnaire

The
Management
Association
of Illinois™



Library Survey

*A survey of
compensation and benefits
for library personnel.*



2010 SURVEY CALENDAR

Participation will help blow away the asterisks!

Survey	Participation Begins	Participation Ends	Results Distributed
2009/2010 National Sales Compensation and Practices Survey	September 28, 2009	October 30, 2009	February, 2010
2010 Non-Profit Survey	November 30, 2009	January 15, 2010	April 5, 2010
2009 Fourth Quarter Turnover Survey	December 28, 2009	January 29, 2010	February 12, 2010
2010 National Executive Compensation Survey	January 6, 2010	February 19, 2010	May 21, 2010
2010 Salary Survey	February 8, 2010	March 26, 2010	June 11, 2010
2010 Wage Survey	February 8, 2010	March 26, 2010	June 11, 2010
2010 Library Personnel Salary Survey	February 8, 2010	March 26, 2010	June 11, 2010
2010 First Quarter Turnover Survey	March 29, 2010	April 23, 2010	May 7, 2010
2010 National IT/Engineering Compensation Survey	May 3, 2010	June 14, 2010	September 24, 2010
2010 Annual Pay Trends Survey	June 14, 2010	July 16, 2010	August 13, 2010
2010 Second Quarter Turnover Survey	June 28, 2010	July 23, 2010	August 6, 2010
2010 Holiday Survey	July 5, 2010	August 6, 2010	August 27, 2010
2011/2012 National Policies & Benefits Survey	August 2, 2010	September 17, 2010	February, 2011
2010 Medical Contribution and Practices Survey	August 23, 2010	September 17, 2010	October 8, 2010
2010 Third Quarter Turnover Survey	September 27, 2010	October 22, 2010	November 5, 2010
2010/2011 National Sales Compensation and Practices Survey	September 27, 2010	October 29, 2010	February, 2011
2010 Human Resources Vendor Survey	October 25, 2010	November 29, 2010	January, 2011
2010 Fourth Quarter Turnover Survey	December 27, 2010	January 28, 2011	February 11, 2011

Please flip over for survey FAQs and contact information

2010 LIBRARY SURVEY

PLEASE PRINT

Name of Library _____ UserID: _____

Questionnaire completed by _____

Phone (_____) _____ Ext. _____

E-Mail Address _____



COMPLETED SURVEY DUE MARCH 26, 2010

Demographic Data

1. Please indicate the type of library:

- Township Municipality Other
 District County

2. What is the population of the area your organization serves? _____

3. What is the operating budget? \$ _____

4. What is the number of Full-time employees employed by your organization? _____

5. What is the number of Part-time employees employed by your organization? _____

6. What is the number of volunteers used by your organization? _____

7. How many hours per week must an employee work to be considered Full-time? _____

8. How many branches does your organization have? (*if only one location, please enter "0"*) _____

9. What is the number of volumes held by your organization (books only)? _____

10. What is the annual circulation? _____

11. What is the most recent equalized assessed valuation (EAV) reported? \$ _____

12. Are employees represented by a bargaining unit? Yes No

13. If yes, which union/local? _____

14. Projected 12-month salary increase for Union Maintenance and Service employees _____ %

15. Projected 12-month salary increase for Non-Union Maintenance and Service employees _____ %

16. Projected 12-month salary increase for Non-Exempt employees _____ %

17. Projected 12-month salary increase for Exempt employees _____ %

18. If you **are** providing a pay increase in the next 12 months (per questions 14-17), what type of increase will you give for the following employee groups?

	Merit	Across-the-board	Cost-of-living (COLA)
Union Maintenance and Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Non-Union Maintenance and Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Non-Exempt	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Exempt	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

INSTRUCTIONS

Please return the Demographic Data Page, Pay Data Sheet(s) and Benefits Sections by **March 26, 2010**. Or complete the survey online at <http://www.hrsourc.org/olstart/olsite/index.cfm> Your userID/password are on the cover letter that was mailed to you, or call us: 800-448-4584.

MATCHING JOBS

Carefully read the job descriptions to be sure that your job matches are accurate. **KEEP IN MIND** that these are benchmark descriptions and may not match your job descriptions exactly. We consider it a good match if 70% of your job is found in our description. You may not be able to report on every job in your organization if you cannot meet the 70% match criteria. We'd prefer it if you did not report data on jobs that match less than 70% of the description so the results are not skewed for everyone else.

REPORTING PAY

Report your data on the Pay Data Sheet by entering the Job Code and Job Title. Report each individual's actual salary by job. If you have multiple employees in the same position, enter each individual's salary separately. Salaries are defined as actual **straight time** pay. **Do not include overtime premiums, shift differentials, bonuses, or any other incentives or variable pay components.** Please photocopy the Pay Data Sheet as needed. Report salaries nearest to March 1, 2010.


COMBINATION JOBS

Report salaries under the position where the majority of time is spent. *Do not report salaries for the same job in more than one place.*

PAY BASIS

Report salaries only according to the basis on which you pay them, i.e., Hourly (**H**), Weekly (**W**), Monthly (**M**), or Annually (**A**). Do not convert other bases or time periods. If no hours are designated, 40 is assumed. **If a job is currently vacant, do not report anything for that job.**

EXAMPLE:

 2010 LIBRARY SURVEY PAY DATA SHEET				
FOR "NORMAL HOURS WORKED" CHOOSE: 20 30 35 37.50 40 Other: Specify # of hours				
FOR "RATE REPORTED BY" CHOOSE: H=Hourly W=Weekly M=Monthly A=Annually				
SURVEY JOB CODE	JOB TITLE	ACTUAL BASE SALARY: <small>(enter one line per employee)</small>	NORMAL HRS/WK: <small>(choose from above)</small>	RATE REPORTED BY: <small>(Choose from above)</small>
3	Branch Manager	85000	45	A
22	Receptionist	11.65	40	H

BENEFITS

The questions for the benefits are broken into two sections for full-time and part-time employees.

CONTACT

If you have any problems completing this questionnaire, please contact Jean Hannon (jhannon@hrsourc.org) at (800) 448-4584 ext. 238.

FOR YOUR RECORDS: KEEP A COPY OF REPORTED DATA

FREQUENTLY ASKED QUESTIONS (FAQ)

How long will it take me to complete this survey?

It depends on how many jobs you have at your library that are good matches to the job descriptions in our surveys, if you've participated in the past, etc. We estimate an hour or two. If you need help at any point, please let us know.

Do I have to participate online?

No. While online is our preferred method because of less errors and data entry time, we do not require online participation.

We want your data in whatever format is convenient for you. You may fill out this paper survey or go here to view the other participation options: <http://www.hrsourc.org/surveys.asp>. We want your data – we'll take just about any format.

If I want to participate online, where is my userID and password?

Your userID and password can be found on a sheet that was mailed to you. If you cannot find the sheet, please contact us and we can supply it to you again: 800-448-4584.

Do I have to give you data for everyone within my library?

No. Please only provide data for your jobs that match at least 70% to the job descriptions within the survey. Providing data for bad matches only skews the data for everyone else.

Do you want my data even if I only have a couple of jobs that match?

YES! Every one counts so please provide us with as many job matches as you have, even if only a few.

As a member, will I be able to get free survey data if I don't participate?

No. You will no longer be able to call our Hotline for free survey data unless you participate. You will, however, be able to buy the surveys at the member discount, or buy individual jobs. Members may also come to our HQ and use the surveys.

Can I get a copy of what I submitted last year?

Yes! Please email us (surveys@hrsourc.org) to request your 2009 data report. We encourage all participants to keep a copy of what they submit in case there is a problem with transmission.

Does it really matter if I participate every year, or can I just complete it every two to three years?

One of the keys to having a reliable survey is repeat participation. When libraries come and go from a survey, the statistics reflect that movement. While each year's survey is valid in and of itself - meaning that the reported averages and percentiles are calculated correctly - the trends from year to year can change dramatically.

For example, a market leader joins a survey and the addition of their data significantly increases the survey average for a Shelver. You then use that reported average to determine that you should increase the pay range for your shelvers. The next year, the market leader decides to skip participating in the survey and in so doing, the reported average for the Shelver drops. Now it appears that you should cut your shelver's pay when in reality, had the other library maintained participation, the average would have most likely slightly increased.

Is my data kept confidential after it's submitted? Can other libraries find out what we are paying?

We treat your library's pay and benefits data with the utmost protection. We only report on jobs where five or more libraries submitted data. We only report aggregated data – never library-specific data.

What do I put in the "Reported By" column?

In this column you will tell us what type of dollar figure is being reported for the average base salary using our key: H = Hourly rate, W = Weekly rate, M = Monthly rate and A= Annual rate. Please do NOT put your initials in this column.

Is it important to print a copy for my records?

Yes. You should keep a copy for your files as this is proof that you participated in the survey should proof be needed.

Where do I send my completed survey?

Use the return envelope that was enclosed with the survey, or fax your data to 630-963-2800. No envelope? Mail it to:

The Management Association of Illinois
Attn: Compensation Department
1400 Opus Place, Suite 500
Downers Grove, IL 60515

How do I know that my data was received?

You will receive a confirmation on the Monday following the date we receive your survey. Example: Submitted Tuesday, February 16th will receive confirmation on Monday, February 22nd.

What if I have questions, need help, or need a userID/password?

Contact us: 800-448-4584 and ask for the survey department. Or e-mail Jean Hannon or Kristy Williams (jhannon@hrsourc.org / kwilliams@hrsourc.org). We will be glad to assist you.

BENEFITS

Full-time employees only

(There is a separate benefits section for part-time employees, see pages 11 – 16)

SECTION 125 PLANS

19. Does your organization have any of the following Section 125 plan options? *(check all that apply)*
- a. Pre-tax health insurance premiums (premium only plan)
 - b. Flexible spending account for medical care
 - c. Flexible spending account for dependent care (day care, pre-school, etc.)
 - d. Vacation buy/sell arrangements
 - e. PTO buy/sell arrangements
 - f. None
20. The Section 125 plan is administered:
- a. Internally
 - b. By an outside administration firm
21. If an outside administrator is used, who pays the administration fees?
- a. Organization
 - b. Employees
 - c. Organization and employees split

SICK PAY

22. How many fixed paid sick days or personal days per year are provided in your formal sick/personal day plan?
- a. Number of Days _____
 - b. No sick/personal days provided (check then skip to #29)
 - c. No formal plan (check then skip to #29)
23. What is the minimum length of service to qualify for any paid sick/personal days?
- _____ Number of months (enter 0 if no service required)
24. Does the amount of sick/personal days granted vary by length of service?
- a. Yes
 - b. No
25. Under what conditions do you permit employees to use accrued sick/personal day pay?
(check all that apply)
- a. Only used for employee illness/injury
 - b. Death in family
 - c. Doctor's appointment
 - d. Personal business
 - e. Additional vacation time
 - f. Dental appointment
 - g. Ill child
 - h. Ill spouse
 - i. Ill parent or in-law
 - j. Ill domestic partner

BENEFITS

Full-time employees only

(There is a separate benefits section for part-time employees, see pages 11 – 16)

SICK PAY *(continued)*

26. Unused sick/personal days are:
- a. Canceled at year end
 - b. Partially paid at year end
 - c. Fully paid at year end
 - d. Partially carried over to following year
 - e. Fully carried over to following year
 - f. Other
27. What is your general policy regarding unused sick/personal days at the time of an employee's termination?
- a. Employee forfeits unused sick/personal day pay
 - b. Employee paid in full for unused time
 - c. Employee paid a portion of unused time
 - d. Rolled over into an extended illness bank for use by other employees
28. If you allow accumulation of unused sick/personal days from one year to next, what is the maximum number of days an employee can accumulate (total days available, not just maximum which can be carried forward to following year)?
- a. Number of days _____
 - b. No limit on accumulations

HMO PLANS (If no HMO provided, please skip to #34)

If more than one HMO plan is offered, please provide data for the plan for which the majority of employees are enrolled.

29. What is the office visit co-pay?
\$_____ (enter 0 if no co-pay)
30. Do you offer financial incentives to employees to join your HMO versus other plans?
- a. Yes
 - b. No
31. What is the annual per person deductible for your HMO plan?
\$_____ (enter 0 if no deductible)
32. Percent of premium paid by the organization for employee (single) HMO coverage:
_____ % (enter 0 if employee pays all)
33. Percent of family premium paid by the organization for your HMO plan:
_____ % (enter 0 if employee pays all)

BENEFITS

Full-time employees only

(There is a separate benefits section for part-time employees, see pages 11 – 16)

PPO/POS PLANS (If no PPO/POS Plan, skip to #44)

If more than one PPO/POS plan is offered, please provide data for the plan for which the majority of employees are enrolled.

34. What is the in-network deductible amount for your PPO/POS plan?
 \$_____ Single Coverage
 \$_____ Family Coverage
35. What is the out-of-network deductible amount for your PPO/POS plan?
 \$_____ Single Coverage
 \$_____ Family Coverage
36. What is the in-network per office visit co-payment amount of your PPO/POS plan?
 \$_____ (enter 0 if no co-pay)
37. Percent of single coverage premium paid by the organization for PPO/POS coverage:
 _____% (enter 0 if employee pays all)
38. Percent of family coverage premium paid by the organization for PPO/POS plan:
 _____% (enter 0 if employee pays all)
39. What percent of in-network medical services is covered by the plan?
 _____% Single Coverage
 _____% Family Coverage
40. What percent of out-of-network medical services is covered by the plan?
 _____% Single Coverage
 _____% Family Coverage
41. What is the out-of-pocket expense limitation for in-network of your PPO/POS plan?
 \$_____ Single Coverage
 \$_____ Family Coverage
42. What is the out-of-pocket expense limitation for out-of-network of your PPO/POS plan?
 \$_____ Single Coverage
 \$_____ Family Coverage
43. What is the lifetime maximum amount of benefits payable per individual?
 a. Maximum \$ _____
 b. Unlimited

BENEFITS**Full-time employees only**

(There is a separate benefits section for part-time employees, see pages 11 – 16)

EAP/WELLNESS

44. Programs paid for or contributed to by the organization to encourage employee wellness: *(check all that apply)*
- a. Smoking cessation classes
 - b. Classes on nutrition
 - c. Weight loss classes
 - d. Blood pressure checks/cholesterol checks
 - e. Flu shots
 - f. Stress reduction/time management
 - g. Pre-natal classes
 - h. Employee Assistance Program
 - i. Yoga classes
 - j. Child care
 - k. Elder care
 - l. Massages
 - m. Only what is provided through insurance
 - n. Wellness programs not provided

TRAINING

45. Which of the following training opportunities do you offer? *(check all that apply)*
- a. Apprenticeship
 - b. Supervisory
 - c. Mid-level management
 - d. Executive development
 - e. Computer
 - f. Leadership
 - g. Coaching
 - h. Teams
46. What is the minimum number of hours per year in which employees are encouraged to participate in training?
_____ Hours

BENEFITS

Full-time employees only

(There is a separate benefits section for part-time employees, see pages 11 – 16)

TUITION REIMBURSEMENT (if tuition reimbursement not offered, skip to #56)

47. How long does an employee need to be employed in order to be eligible for tuition reimbursement?
 _____ Number of months (enter 0 if no waiting period)
48. What conditions must be met to qualify for tuition assistance? *(check all that apply)*
- a. Course must be job related
 - b. Course must be satisfactorily completed
 - c. Course must be approved by supervisor
 - d. Course must apply toward degree or certification
 - e. Tuition assistance not offered
49. If an employee meets all conditions, what is the percent of the tuition refunded or paid by the organization?
 _____%
50. How are online courses reimbursed under your tuition reimbursement policy?
- a. Same as classroom courses
 - b. Set percentage amount _____%
 - c. Set dollar amount \$_____
 - d. Varies, based on grade achieved in course
51. How long is the service requirement following reimbursement to avoid repayment?
 _____ Years (enter 0 if no service requirement)
52. When is the payment made?
- a. At the start of the course
 - b. At completion of the course or semester
 - c. Half at start, remainder at completion
53. What limit is placed on the amount of tuition refund an employee may receive in one year for undergraduate classes?
- a. Limit amount \$_____
 - b. No limit
 - c. Limited to specific number of courses/credit hours
54. In addition to tuition refund, which fees are paid in whole or part to qualified employees? *(check all that apply)*
- a. Textbooks cost
 - b. Laboratory fees and supplies
 - c. Student activity fees
 - d. Other (such as registration fees)

BENEFITS**Full-time employees only**

(There is a separate benefits section for part-time employees, see pages 11 – 16)

TUITION REIMBURSEMENT *(continued)*

55. Are employees permitted time off from work to attend classes?
- a. Yes, with pay
 - b. Yes, without pay
 - c. Yes, but only in special cases
 - d. No, only after work hours

CELL PHONE POLICY

56. Does the organization provide cell phones?
- a. Yes
 - b. No
57. If cell phones are provided, how much of the monthly expense is assumed by the organization?
- a. Monthly \$_____
 - b. Entire cost paid by organization
58. Does the organization reimburse personnel for business use of their personal cell phone?
- a. Yes
 - b. No

PAY ADMINISTRATION

59. Our compensation program is based upon:
- a. Market benchmarking
 - b. Job Evaluation
 - c. Broadbanding
 - d. Skill-based pay
 - e. Competency-based pay
 - f. No formal plan
60. Our compensation strategy seeks to:
- a. Stay even with area labor market
 - b. Stay ahead of area labor market
 - c. Stay below area labor market
 - d. Stay even with other libraries
 - e. Stay ahead of other libraries
 - f. Stay below other libraries

BENEFITS

Part-time employees only

(There is a separate benefits section for full-time employees, see pages 5 –10)

SECTION 125 PLANS

61. Does your organization have any of the following Section 125 plan options? *(check all that apply)*
- a. Pre-tax health insurance premiums (premium only plan)
 - b. Flexible spending account for medical care
 - c. Flexible spending account for dependent care (day care, pre-school, etc.)
 - d. Vacation buy/sell arrangements
 - e. PTO buy/sell arrangements
 - f. None
62. The Section 125 plan is administered:
- a. Internally
 - b. By an outside administration firm
63. If an outside administrator is used, who pays the administration fees?
- a. Organization
 - b. Employees
 - c. Organization and employees split

SICK PAY

64. How many fixed paid sick days or personal days per year are provided in your formal sick/personal day plan?
- a. Number of Days _____
 - b. No sick/personal days provided (check then skip to #71)
 - c. No formal plan (check then skip to #71)
65. What is the minimum length of service to qualify for any paid sick/personal days?
 _____ Number of months (enter 0 if no service required)
66. Does the amount of sick/personal days granted vary by length of service?
- a. Yes
 - b. No
67. Under what conditions do you permit employees to use accrued sick/personal day pay?
(check all that apply)
- a. Only used for employee illness/injury
 - b. Death in family
 - c. Doctor's appointment
 - d. Personal business
 - e. Additional vacation time
 - f. Dental appointment
 - g. Ill child
 - h. Ill spouse
 - i. Ill parent or in-law
 - j. Ill domestic partner

BENEFITS

Part-time employees only

(There is a separate benefits section for full-time employees, see pages 5 –10)

SICK PAY *(continued)*

68. Unused sick/personal days are:
- a. Canceled at year end
 - b. Partially paid at year end
 - c. Fully paid at year end
 - d. Partially carried over to following year
 - e. Fully carried over to following year
 - f. Other
69. What is your general policy regarding unused sick/personal days at the time of an employee's termination?
- a. Employee forfeits unused sick/personal day pay
 - b. Employee paid in full for unused time
 - c. Employee paid a portion of unused time
 - d. Rolled over into an extended illness bank for use by other employees
70. If you allow accumulation of unused sick/personal days from one year to next, what is the maximum number of days an employee can accumulate (total days available, not just maximum which can be carried forward to following year)?
- a. Number of days _____
 - b. No limit on accumulations

HMO PLANS (If no HMO provided, please skip to #76)

If more than one HMO plan is offered, please provide data for the plan for which the majority of employees are enrolled.

71. What is the office visit co-pay?
\$_____ (enter 0 if no co-pay)
72. Do you offer financial incentives to employees to join your HMO versus other plans?
- a. Yes
 - b. No
73. What is the annual per person deductible for your HMO plan?
\$_____ (enter 0 if no deductible)
74. Percent of premium paid by the organization for employee (single) HMO coverage:
_____ % (enter 0 if employee pays all)
75. Percent of family premium paid by the organization for your HMO plan:
_____ % (enter 0 if employee pays all)

BENEFITS

Part-time employees only

(There is a separate benefits section for full-time employees, see pages 5 –10)

PPO/POS PLANS (If no PPO/POS Plan, skip to #86)

If more than one PPO/POS plan is offered, please provide data for the plan for which the majority of employees are enrolled.

76. What is the in-network deductible amount for your PPO/POS plan?
 \$_____ Single Coverage
 \$_____ Family Coverage
77. What is the out-of-network deductible amount for your PPO/POS plan?
 \$_____ Single Coverage
 \$_____ Family Coverage
78. What is the in-network per office visit co-payment amount of your PPO/POS plan?
 \$_____ (enter 0 if no co-pay)
79. Percent of single coverage premium paid by the organization for PPO/POS coverage:
 _____% (enter 0 if employee pays all)
80. Percent of family coverage premium paid by the organization for PPO/POS plan:
 _____% (enter 0 if employee pays all)
81. What percent of in-network medical services is covered by the plan?
 _____% Single Coverage
 _____% Family Coverage
82. What percent of out-of-network medical services is covered by the plan?
 _____% Single Coverage
 _____% Family Coverage
83. What is the out-of-pocket expense limitation for in-network of your PPO/POS plan?
 \$_____ Single Coverage
 \$_____ Family Coverage
84. What is the out-of-pocket expense limitation for out-of-network of your PPO/POS plan?
 \$_____ Single Coverage
 \$_____ Family Coverage
85. What is the lifetime maximum amount of benefits payable per individual?
 a. Maximum \$ _____
 b. Unlimited

BENEFITS**Part-time employees only**

(There is a separate benefits section for full-time employees, see pages 5 –10)

EAP/WELLNESS

86. Programs paid for or contributed to by the organization to encourage employee wellness: *(check all that apply)*
- a. Smoking cessation classes
 - b. Classes on nutrition
 - c. Weight loss classes
 - d. Blood pressure checks/cholesterol checks
 - e. Flu shots
 - f. Stress reduction/time management
 - g. Pre-natal classes
 - h. Employee Assistance Program
 - i. Yoga classes
 - j. Child care
 - k. Elder care
 - l. Massages
 - m. Only what is provided through insurance
 - n. Wellness programs not provided

TRAINING

87. Which of the following training opportunities do you offer? *(check all that apply)*
- a. Apprenticeship
 - b. Supervisory
 - c. Mid-level management
 - d. Executive development
 - e. Computer
 - f. Leadership
 - g. Coaching
 - h. Teams
88. What is the minimum number of hours per year in which employees are encouraged to participate in training?
_____ Hours

BENEFITS

Part-time employees only

(There is a separate benefits section for full-time employees, see pages 5 –10)

TUITION REIMBURSEMENT (if tuition reimbursement not offered, skip to #98)

89. How long does an employee need to be employed in order to be eligible for tuition reimbursement?
 _____ Number of months (enter 0 if no waiting period)
90. What conditions must be met to qualify for tuition assistance? *(check all that apply)*
- a. Course must be job related
 - b. Course must be satisfactorily completed
 - c. Course must be approved by supervisor
 - d. Course must apply toward degree or certification
 - e. Tuition assistance not offered
91. If an employee meets all conditions, what is the percent of the tuition refunded or paid by the organization?
 _____%
92. How are online courses reimbursed under your tuition reimbursement policy?
- a. Same as classroom courses
 - b. Set percentage amount _____%
 - c. Set dollar amount \$_____
 - d. Varies, based on grade achieved in course
93. How long is the service requirement following reimbursement to avoid repayment?
 _____ Years (enter 0 if no service requirement)
94. When is the payment made?
- a. At the start of the course
 - b. At completion of the course or semester
 - c. Half at start, remainder at completion
95. What limit is placed on the amount of tuition refund an employee may receive in one year for undergraduate classes?
- a. Limit amount \$_____
 - b. No limit
 - c. Limited to specific number of courses/credit hours
96. In addition to tuition refund, which fees are paid in whole or part to qualified employees? *(check all that apply)*
- a. Textbooks cost
 - b. Laboratory fees and supplies
 - c. Student activity fees
 - d. Other (such as registration fees)

BENEFITS**Part-time employees only**

(There is a separate benefits section for full-time employees, see pages 5 –10)

TUITION REIMBURSEMENT *(continued)*

97. Are employees permitted time off from work to attend classes?
- a. Yes, with pay
 - b. Yes, without pay
 - c. Yes, but only in special cases
 - d. No, only after work hours

CELL PHONE POLICY

98. Does the organization provide cell phones?
- a. Yes
 - b. No
99. If cell phones are provided, how much of the monthly expense is assumed by the organization?
- a. Monthly \$_____
 - b. Entire cost paid by organization
100. Does the organization reimburse personnel for business use of their personal cell phone?
- a. Yes
 - b. No

PAY ADMINISTRATION

101. Our compensation program is based upon:
- a. Market benchmarking
 - b. Job Evaluation
 - c. Broadbanding
 - d. Skill-based pay
 - e. Competency-based pay
 - f. No formal plan
102. Our compensation strategy seeks to:
- a. Stay even with area labor market
 - b. Stay ahead of area labor market
 - c. Stay below area labor market
 - d. Stay even with other libraries
 - e. Stay ahead of other libraries
 - f. Stay below other libraries

JOB DESCRIPTIONS

24 - Accountant

Compute and prepare reports and analyses as requested by organization personnel. Calculate and check work sheets prior to closing general ledger. Post, balance, and reconcile general ledger accounts. Prepare profit and loss statement and balance sheets, and compute required financial statements and statistical reports as directed. Compute, check, and file tax returns.

26 - Accounting Clerk (Payables)

Perform routine duties following prescribed procedures. Process vendor invoices, match with purchase order, verify payment authorization, compute discount, assign budgetary account, draw checks and prepare for mailing. Maintain vendor records and files. Generate standard reports. Perform miscellaneous bookkeeping duties as required.

18 - Administrative Assistant, Executive (Secretary)

Perform secretarial duties for key organization executives and/or library director, where duties require extensive knowledge of organization policies and procedures. Prepare a wide variety of correspondence. Compose correspondence from notes, discussions, or independently from knowledge of circumstances and policy. Organize and maintain files and records. Arrange and schedule interviews, meetings, and appointments. Record and transcribe minutes of meetings. Take, screen, and place telephone calls. Compile and prepare special reports and analyses, selecting appropriate data from various sources. Analyze reports or correspondence as assigned.

19 - Administrative Assistant (Secretary)

Perform secretarial duties for a department head of the organization, where duties are considered more routine in nature and require the use of some judgment. Compose correspondence from written materials. Maintain files and department records. Arrange and schedule meetings and appointments. Take, screen, and place telephone calls. Compile standard reports with data that is provided.

08 - Adult Services Department Head

Direct adult programming, reference, bibliographic and reader's advisory activities. Oversee the adult collection and selection of new materials and collection development. Monitor workflow to ensure maximal utilization of human resources. Responsible for developing budget for department functions and supervision of professional and clerical staff.

02 - Assistant Director

Serve on a full-time basis as the number two person on the library staff. Function as the assistant to the Library Director and acts for the Director in their absence. May be assigned specific administrative or program responsibilities as well as general responsibilities to assist the Director in overall administration and operation of library activities. (This position description covers the deputy executive officer, and not the administrative assistant to the Director.)

12 - Associate Librarian

Provide assistance to patrons. Provide reference and Readers' Advisory assistance for patrons including topical research and material location. Assist patrons with the use of library resources and equipment. Screen the collection for outdated or unused materials following established guidelines. Requires bachelors level degree in library science.

25 - Bookkeeper

Perform diversified duties in maintaining accounting records. Verify credits and deductions. Check allocation of charges on bills payable. Maintain and balance petty cash account. Pay minor expenses, prepare daily cash balance figures, and weekly transaction report. Check employee expense accounts. Prepare monthly receipts and disbursement summaries, take trial balances, locate discrepancies, and reconcile bank statements. Compile special reports. Analyze facts to determine action to be taken, within the limits of standard practice.

JOB DESCRIPTIONS

16 - Bookmobile Driver

Load and unload materials. Drive to and from specified locations. Assist patrons with material selection. Check materials in and out.

03 - Branch Head

Plan, manage and coordinate all programs and activities of a library branch facility. Develop and implement improved procedures to enhance efficiency and public services. Serve as a liaison between the library and external agencies and community groups. Manage all staff assigned to Branch.

23 - Business Manager

Manage the financial activities for the library including general ledger, accounts payable, accounts receivable including the recording and reporting of the financial transactions and investment portfolio of the library. Contribute to the attainment of departmental and library goals and objectives through compliance with library policy and procedures.

38 - Cataloger

Create original catalog records for print and non-print materials using OCLC, AACR2, MARC, DDC and local consortium standards. May perform copy cataloging. Edit previously cataloged materials. Serves as a resource for other library personnel concerning cataloging rules and practices.

14 - Circulation Clerk

Check materials in and out. Inspect materials for damage, verify due date and calculate fines. Assist patrons with basic informational questions. Sort materials and prepare for reshelving. Issue and update identification cards according to established procedures.

04 - Circulation Department Head

Direct circulation activities for the library including movement of materials through the circulation desk and registration of patrons. Ensure resolution of problems involving lost or overdue materials and patron registration status. Monitor workflow to ensure maximal utilization of human resources. Responsible for developing budget for circulation functions and supervision of professional and clerical staff.

39 - Computer Lab Assistant

Monitor the operation of adult and/or youth computer labs. Assist patrons with questions and problem resolution. Enforce computer lab rules. May assist with installation, operation and configuring of personal computer hardware and software. Investigate reoccurring problems and recommends course of action to supervisor. May perform back-up operations and print reports.

28 - Desktop Publishing Designer (Graphic Artist)

Design unique, original materials based on aesthetic trends. Plan layout and create materials such as brochures, manuals, advertisements, reports, newsletters and forms using a variety of desktop publishing software. Research and recommend the purchase of related software and hardware. Organize and implement desktop publishing and operating methods and procedures.

01 - Director

Serve as top paid administrative and executive officer of the library. Responsible for overall administration and operation of departmental and branch activities. Reports to governing body such as board of directors or board of trustees.

41 - Driver

Drive library vehicle to pick-up and deliver library material between libraries, systems and branches. Determine sequence of loading for delivery purposes. Perform basic maintenance on library vehicle. Inform supervisor when additional vehicle maintenance is necessary.

JOB DESCRIPTIONS

29 - Facility and Grounds Maintenance Manager

Responsible for grounds, buildings, and building equipment. Supervise the installation, maintenance, and repair of: machine tools and equipment; electrical, gas, air, and water installations; sewers and fire sprinklers; the operation of building equipment and facilities; janitorial services; and the maintenance of grounds. Work with outside contractors and architects on building construction as necessary. Plan, lay out, and assign work, involving diagnosing and remedying difficult problems. Report defective equipment and recommend the replacement of obsolete or damaged equipment when estimates of repair costs are excessive. Expedite building repairs in construction to avoid production delays. Perform normal supervisory functions in a department with seldom over 10 persons

21 - Human Resources Assistant

Organize and maintain records, and file government reports as scheduled. Maintain employment statistical data and prepare related reports. Assist in employment activities involving interviewing, verifying qualifications, and checking references. Assist in administering employee benefit programs. Respond to employee inquiries on matters related to company programs and activities.

20 - Human Resources Manager

General responsibility for all personnel activities, such as employment, training, wage and salary administration, safety and working conditions, employee counseling, and personnel records. Investigate, advise, and prepare policies affecting personnel, and consult and advise on interpretation and administration. Conduct union contract negotiations as required. Advise management on interpretation of policy. Perform normal supervisory functions in a department with seldom over 2 persons.

34 - Information Technology (IT) Manager

Responsible for managing the day-to-day IT operations including system analysis, programming, and computer and auxiliary operations. Direct the development and maintenance of timeliness and quality standards for all aspects of the data processing operation. Determine and recommend department budgets and analyze controllable expenditures. May plan and coordinate the evaluation and effectiveness of existing data processing applications and the feasibility and potential value of new applications.

40 - Inter-Library Loan Assistant

Coordinate materials loaned through the inter-library loan system for patrons, other libraries and institutions. Search databases and the Internet for inter-library loan requests utilizing ISBN numbers. Determine best sources for materials.

31 - Janitor

Clean assigned areas, using power equipment. Clean drinking fountains, office partition windows, washrooms, toilets and lavatories. Replenish supplies.

10 - Librarian

Maintain library collections and assist patrons in locating and obtaining materials. Furnish information on library activities, facilities and services. Explain and assist in use of reference sources to locate information. Assemble and arrange display of materials. May select, order, catalog and classify materials. Requires masters level degree in library science.

13 - Library Technical Assistant

Provide assistance to patrons referring patrons to Librarian for professional assistance. Locate materials and information for patrons. May complete routine copy cataloging. Assist with special programming. Usually requires completion of a LTA certification from an accredited college or university.

09 - Media/Audio Visual Department Head

Direct acquisition, circulation and repair of various media and related equipment. Research, analyze and evaluate new vendors for materials, equipment and supplies. Monitor workflow to ensure maximal utilization of human resources. Responsible for developing budget for audio visual functions and supervision of professional and clerical staff.

JOB DESCRIPTIONS

30 - Office Manager

Assume direct responsibility for dictation, filing, mail, communications, and printing departments. Implement and follow through on general office policies. Confer with office departments regarding the purchasing of office equipment, systems, and procedures affecting more than one department, and the hiring and transferring of employees and office salary structure. Prepare payroll tax returns and perform payroll accounting for organization as required. Maintain retention schedule for organization records. Perform normal supervisory functions.

27 - Payroll Administrator

Make a variety of computations on employee overtime, shift premium, and various payroll deductions, following standard procedures, to prepare payroll. Summarize and reconcile payroll sheets. Investigate and resolve payroll problems, respond to employee requests. Maintain and update data base records. Generate federal and state tax documents. Prepare special payroll analysis reports. Usually assist or instruct lower level clerical workers.

42 - Processing Clerk

Physically prepare books and other resources for the library collection, including stamping and covering books and typing and applying labels. Mend, or provide for the mending of, all books and other items that need to be repaired. May monitor various library supplies. Assist with other general or clerical duties as assigned.

17 - Public Relations/Outreach

Promote and administer public relations/outreach policies and programs such as special events, news articles, and audio and visual communication media. Maintain relations with newspaper, radio and TV media, community groups and agencies, school districts.

22 - Receptionist

Operate multiple line telephone console or PBX switchboard and act as Receptionist. Receive incoming calls, secure identity of callers, and connect to proper parties. Take and relay messages. Place outgoing calls. Receive visitors. Announce and direct calls to proper party. Register individuals and issue visitor badges. Maintain required records. Perform a wide variety of clerical duties as time permits, such as word processing, record posting, and maintenance.

05 - Reference Department Head

Direct reference desk, e-reference, specialized reference and research consultation activities. Oversee the reference collection and selection of new materials and collection development. Monitor workflow to ensure maximal utilization of human resources. Responsible for developing budget for reference functions and supervision of professional and clerical staff.

32 - Security Monitor

Make regular watch rounds of premises, where frequency of trips and stations is prescribed. Check buildings, equipment and materials for leaks, fires, unauthorized individuals and other conditions. Ensure that all entrances and windows are secured, and that elevator and fire doors are closed. Make written report of all irregularities or unusual circumstances.

15 - Shelver/Page

Move and unload carts. Shelf materials in appropriate locations. Shelf-read assigned areas and straighten collections as needed. Remove out-of-place materials for reshelving.

11 - Supervising Librarian

Maintain library collections and assist patrons in locating and obtaining materials. Furnish information on library activities, facilities and services. Explain and assist in use of reference sources to locate information. Assemble and arrange display of materials. May select, order, catalog and classify materials. Requires masters level degree in library science. Perform normal supervisory functions in a department of over 2 persons.

JOB DESCRIPTIONS

35 - Systems Administrator

Provide system management and operation support to the activities and resources required to provide quality computer operations processing and applications system resource management and availability. Will set up and implement standards for computer operations, will use software support tools to process scheduling, reports, report generation, database administration, system data backups, performance tuning and security. Will troubleshoot and resolve problems associated with local and wide area network environments. Has responsibilities for dealing with hardware and software vendors and technical support issues. Will troubleshoot PC software, coordinate with help desk and set connections to broadband/baseband networks. Extensive experience with software and systems administration including communication hardware designed to maintain wide area networks. Knowledge of TCP/IP networking and operating environments such as UNIX and Windows NT. May have lead responsibilities in the upgrade of equipment. Included are those with responsibilities for overseeing small, multi-user systems (e.g. AS/400, Windows NT Servers, HP3000, etc.)

06 - Technical Services Department Head

Direct material purchasing, receiving, cataloging and processing activities. Research, analyze and evaluate new vendors for materials, processing services and supplies. Develop, implement and enforce library cataloging standards. Monitor workflow to ensure maximal utilization of human resources. Responsible for developing budget for technical services functions and supervision of professional and clerical staff.

33 - Truck/Delivery Driver

Make pickups and deliveries within city and suburban areas, and assist in shipping and receiving area. Make pickups and deliveries as instructed, pick up mail, drive employees when necessary. Follow established route in making trips or select route on basis of stops to be made. Notify supervisor of any unusual operating or equipment problems.

36 - Web Content Administrator

Responsible for developing, providing, and authorizing website content to increase traffic, support and promote services, and gain content visibility. Will manage and perform website editorial activities including gathering and researching information that enhances the value of the site. Will act as liaison with legal and business affairs departments, and obtain clearance on copyrighted materials, ensuring all issues are resolved. Will seek, negotiate, and pursue content; will maintain positive relationships with internal and external contacts and address all questions with a timely/appropriate response. May oversee data control technicians and writers dedicated to website. Background generally includes a college degree in English, Journalism, Graphic Design, Communications, or related field plus experience in production management, web page design, HTML, and web graphics types and standards.

37 - Webmaster

Responsible for the organization's Internet and or Intranet technical functions. Map the flow of the site, create general graphics, provide specifications to the Web Author, Web Developer, and outside vendors for the development of databases, interactive applets, and custom graphics. Supervise development efforts including content, design and production, site maintenance and updating. Using a general knowledge of technical organization and operations of sites, acts as a liaison between the site and users. Interact with Content Manager-Online for the purpose of updating existing information and creating new content. Has experience and skill with dominant applications to maintain and modify the organization's Internet/Intranet efforts including content, graphical and multimedia displays, and communications. Has considerable knowledge of multiple operating systems (e.g., UNIX, Sun SOLARIS, Mac). Position requires specialized knowledge of web technologies, HTML, graphics design and layout, and computer file management. Incumbents in this position may be single contributors or part of a team effort.

07 - Youth Services Department Head

Direct children and young adult activities and outreach programs. Oversee the children and young adult collection and selection of new materials and collection development. Monitor workflow to ensure maximal utilization of human resources. Responsible for developing budget for department functions and supervision of professional and clerical staff.