

**ADDENDUM TO THE "MIGRATION OF TWO (2) SECURITY TECHNICIAN POSITIONS
INTO THE INFORMATION TECHNOLOGY DEPARTMENT
SIDE LETTER AGREEMENT"**

This Addendum to the Queens Library's recently executed Side Letter Agreement, dated December 5, 2017 and entitled "*Migration of two (2) Security Technician Positions into Queens Library's Information Technology Department*" (hereinafter, the "Addendum") is entered into by and between Local 1321 and District Council 37, AFSCME, AFL-CIO, located at 125 Barclay Street, New York, New York 10007 (collectively, the "Union"), and the Queens Borough Public Library, located at 89-11 Merrick Boulevard, Jamaica, New York 11432, which, together with its past, present and future subsidiaries, affiliates, successors and assigns, is referred to herein as the "Library."

WHEREAS, the Library and the Union negotiated and entered into the above-referenced Side Letter Agreement on December 5, 2017 (hereinafter the "Side Letter Agreement"); and

WHEREAS, the Library has provided the Union, for its perusal, with an updated Job Description for the Information Technology ("IT") Support Specialist (Level I and II) working in the Library's Information Technology Department ("ITD"); and

WHEREAS, the Library and the Union have examined and discussed the job duties and responsibilities *which shall be* performed by the Computer Service Technicians pursuant to this updated Job Description *and* pursuant to the Side Letter Agreement.

NOW, THEREFORE, the parties agree as follows:

1. Notwithstanding any provision contained within the Side Letter Agreement, the Library and the Union agree that each and every union-represented employee working as Computer Service Technicians within ITD as of the date this Addendum has been fully executed by the parties shall have his/her *City Classification* changed from Computer Service Technician to **Computer Associate (Tech Support)**. Moreover, for each such employee affected under this Addendum, his/her *in-house Library job title* shall also be changed to **Information Technology (IT) Support Specialist** (hereinafter referred to within this Addendum as "**IT Support Specialist**"). These changes shall be effective as of the date this Addendum has been fully executed by the parties.¹

¹ The updated *Job Description* for **Information Technology (IT) Support Specialist I and II**, is attached for purposes of identification and reference only. The Union agrees that nothing contained within this Addendum is in any way intended to waive, diminish or modify any of the Library's established management rights as they relate to the creation, modification or discontinuation of a job description for any union-represented position within any bargaining unit created pursuant to the Collective Bargaining Agreement between the Library and the Union.

2. Additionally, the Library and the Union agree that Section 6 of the Side Letter Agreement shall be modified so that the annual compensation differential received by any employee under this Section *shall now be* \$1,820.00, and shall be effective immediately upon the execution of this Addendum. Thereafter, any incumbent who enters into the ITD pursuant to the Section 6 of the Side Letter Agreement shall receive any and all applicable “additions to gross” (also known as “longevities”) that are associated with the Computer Associate (Tech Support) *City Classification* and incorporated into the City of New York, Office of Labor Relations’ (“OLR”) pay orders for this City Classification, including, but not limited to, any applicable recurring increment payments (“RIP”), and any applicable longevity differentials, such as service-in-occupational-group (“SOG”) and service-in-title (“SIT”) payments. The parties further agree that December 5, 2017 shall be the effective “service date” from which any and all such “additions to gross” and/or “longevities” payments shall run. The modified annual compensation differential provided for pursuant to Section 2 of this Addendum shall remain in force for any employee who falls within this Section 2 *so long as* he/she remains employed by the Library in the capacity of a Computer Associate (Technical Support) City Classification/IT Support Specialist in-house job title working within ITD.
3. The Library and the Union further agree that Section 7 of the Side Letter Agreement shall be modified so that the annual compensation differential received by all incumbents who fall under the auspices of that Section *shall now be* \$8,000, and shall be effective immediately upon the execution of this Addendum. Thereafter, any incumbent who has been reclassified into the Computer Associate (Technical Support) *City Classification* pursuant to this Addendum shall receive any and all applicable “additions to gross” (also known as “longevities”) that are associated with the Computer Associate (Tech Support) City Classification and incorporated into the City of New York, Office of Labor Relations’ (“OLR”) pay orders for this City Classification, including, but not limited to, any applicable recurring increment payments (“RIP”), and any applicable longevity differentials, such as service-in-occupational-group (“SOG”) and service-in-title (“SIT”) payments. The parties further agree that for each individual who falls under Section 3 of this Addendum, the effective “service date” from which any and all such “additions to gross” and/or “longevities” payments will run *shall be the date when he/she first entered into the Computer Service Technician City Classification while working within ITD.*
4. The Library and the Union further agree that Section 8 of the Side Letter Agreement shall be modified so that it reads as follows: “Finally, the Library and the Union agree that, moving forward, all future employees hired after December 5, 2017 as a Computer Associate I or II City Classification/IT Support Specialist in-house job title working within ITD (and performing the job duties identified within the Side Letter Agreement of December 5, 2017 and/or within any job description referenced in this Addendum) shall receive annual compensation at the Library’s “hiring salary rate” applicable to any corresponding Level I, II for this City Classification (with the applicable level to

be determined at the Library's discretion, depending upon a candidate's experience). For clarification purposes, the Library's "hiring salary" rate is the mid-point between the OLR's established "Hiring Rate" as of the date of hire, and its established "Minimum Incumbent Rate" as contained within OLR's applicable established pay order for the Computer Associate (Technical Support) City Classification. Additionally any employees who fall *under Section 4 of this Addendum* shall receive any and all applicable "additions to gross" (also known as "longevities") that are associated with the Computer Associate (Tech Support) City Classification and incorporated into the City of New York, Office of Labor Relations' ("OLR") pay orders for this City Classification, including, but not limited to, any applicable recurring increment payments ("RIP"), and any applicable longevity differentials, such as service-in-occupational-group ("SOG") and service-in-title ("SIT") payments. The parties further agree that any and all such "additions to gross" and/or "longevities" payments shall run from the employee's date of hire within this Computer Associate (Tech Support) City Classification.

5. In addition to the foregoing provisions, the Union and the Library further agree as follows:
 - a. Upon the two (2) year anniversary date from the date this Addendum has been executed by the parties, all incumbents serving within ITD as a Computer Associate (Tech Support)/IT Support Specialist, whose date of hire is on or before 2/1/09 (and who were also serving within the Computer Service Technician I or II City Classification as of 2/1/09) shall receive an increase in annual compensation which is the midpoint between the OLR's Computer Associate (Tech Support) Level II Hiring Rate and the Level II Incumbent Rate, as promulgated by the OLR's applicable pay order as of that 2-year anniversary date.
 - b. Upon the five (5) year anniversary date from the date this Addendum has been executed by the parties, all incumbents whose date of hire is on or before 8/1/2000 shall then receive the Incumbent Rate for Computer Associate (Tech Support) Level II as promulgated by the OLR's applicable pay order as of that 5-year anniversary date.
 - c. Upon the six (6) year anniversary date from the date this Addendum has been executed by the parties, all incumbents whose date of hire is between 8/2/2000 and 2/2/09 (and who were also serving within the Computer Service Technician I or II City Classification as of 2/2/09) shall then receive the Incumbent Rate for Computer Associate (Tech Support) Level II as promulgated by the OLR's applicable pay order as of that 6-year anniversary date.
 - d. Upon the two (2) year anniversary date from the date this Addendum has been executed by the parties, all incumbents serving within ITD as a Computer Associate (Tech Support)/IT Support Specialist, who previously began working in ITD within the Computer Service Technician I or II City Classification


between 11/29/15 through the date this Addendum has been fully executed shall receive an increase in annual compensation to the Hiring Rate for Computer Associate (Tech Support) Level II as promulgated by the OLR's applicable pay order as of that 2-year anniversary date. Upon the five (5) year anniversary date from the date this Addendum has been executed by the parties, all incumbents who fall under this Section 5(d) shall then receive the midpoint between the Hiring Rate for Computer Associate (Tech Support) Level II and the Level II Incumbent Rate as promulgated by the OLR's applicable pay order as of that 5-year anniversary date. Upon the seven (7) year anniversary date from the date this Addendum has been executed by the parties, all incumbents who fall under this Section 5(d) shall then receive the Incumbent Rate for Computer Associate (Tech Support) Level II as promulgated by the OLR's applicable pay order as of that 7-year anniversary date.

- e. For all incumbents hired to work in ITD as a Computer Associate (Tech Support) Level I City Classification/IT Support Specialist in-house job title after the date this Addendum has been executed by the parties, the following salary progression shall be utilized:


- i. All new hires shall be hired at the Library's "Hiring Rate" for Computer Associate (Tech Support) Level I as determined by the Library;
- ii. On the four (4) year anniversary date of any such employee, his/her salary shall be increased to the Computer Associate (Tech Support) Level I Incumbent Rate as promulgated by OLR's applicable pay order as of any such 4-year anniversary date;
- iii. On the six (6) year anniversary date of any such employee, his/her salary shall be increased to the Hiring Rate for Computer Associate (Tech Support) Level II as promulgated by OLR's applicable pay order as of any such 6-year anniversary date;
- iv. On the eight (8) year anniversary date of any such employee, his/her salary shall be increased to the midpoint between the Level II Hiring Rate and the Level II Incumbent Rate for Computer Associate (Tech Support) as promulgated by OLR's applicable pay order as of any such 8-year anniversary date; and
- v. On the ten (10) year anniversary date of any such employee, his/her salary shall be increased to the Level II Incumbent Rate for Computer Associate (Tech Support) as promulgated by OLR's applicable pay order as of any such 10-year anniversary date.

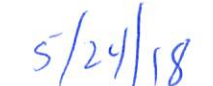
- 6. All of the aforementioned terms and conditions shall be effective immediately upon the execution of this Addendum by all of the parties, and this Addendum shall be specifically incorporated by reference into any renewal, extension or renegotiation of the Collective Bargaining Agreement between the Library and the Union. All other terms and conditions of the December 5, 2017 Side Letter Agreement shall remain in full force and effect, except as specifically modified by this Addendum, herein.

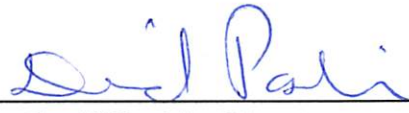
7. This Addendum may be executed in counterparts by electronic means (including scanning, photocopying and facsimile), all of which taken together shall constitute an instrument enforceable and binding upon the parties. In addition, the use of scanned or facsimile signatures for the execution of this Addendum shall be legal and binding and shall have the same force and effect as if originally signed.

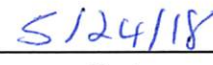
By: 
Dennis M. Walcott, President & CEO
Queens Borough Public Library


Date

By: 
John Hyslop, President
Queens Library Guild
Local 1321, District Council 37
AFSCME, AFL-CIO


Date

By: 
David Paskin, Director
Research & Negotiations
District Council 37
AFSCME, AFL-CIO


Date

Cc: Moira Dolan, Senior Assistant Director, Research & Negotiations, District Council 37
Leo Morris, Council Representative for Local 1321, District Council 37

QUEENS LIBRARY JOB DESCRIPTION

Position Title: Information Technology ("IT") Support Specialist I, II

Reports To: Desktop Support Mgr.
Department: ITD

FLSA Status: Non-Exempt
Union-Unit: Union
Created: August 20, 2014
Updated: April 20, 2018

City Classification: Computer Associate (Tech Support) City Classification

Salary Minimum: \$
Midpoint: \$
Maximum: \$

Summary

The Information Technology ("IT") Support Specialist I-II role is to support and maintain computer systems, desktops, and peripherals. This includes installing, diagnosing, repairing, maintaining, and upgrading all hardware, software and equipment while ensuring optimal workstation performance. IT Support Specialists are also responsible for supporting and maintaining library *self-check-out* and *self-check-in* (Lyngsoe) systems. This includes, but is not limited to, maintaining and troubleshooting all related hardware related to these systems. This position will also troubleshoot problem areas in a timely and accurate fashion, and provide end user training and assistance where required. Performs other duties as required, and as applicable technologies evolve and/or become utilized by the Library.

Time Spent	ESSENTIAL DUTIES AND RESPONSIBILITIES
70%	<p>Operational Support</p> <ul style="list-style-type: none"> • Work with end users to identify and deliver required PC service levels. • Liaise with, and provide training and support to, end users and staff on computer operation and other issues. • Install, configure, test, maintain, monitor, and troubleshoot end user workstation hardware, networked peripheral devices, and networking hardware products. • Where required, install, configure, test, maintain, monitor, and troubleshoot associated end user workstation software and networking software products. • Perform on-site analysis, diagnosis, and resolution of complex PC problems for a variety of end users, and recommend and implement corrective hardware solutions, including off-site repair as needed. • Replace defective or inadequate software packages. • Receive and respond to incoming calls, text, and/or e-mails regarding technical software and/or hardware problems. • Develop and maintain an inventory of all monitors, keyboards, hard drives, modems, printers, scanners, and other peripheral equipment. • Monitor and test PC performance and provide PC performance statistics and reports. • Construct, install, and test customized configurations based on various platforms and operating systems. • If necessary, liaise with third-party support and equipment vendors. • Coordinates activities with help desk, network services, or other information systems groups. • Install and connect IP phones on user's desks/facilities. Related duties include connecting power, cables, and following instructions to set up the

	<p>phones. Perform basic troubleshooting and replace IP phone sets as instructed.</p> <ul style="list-style-type: none"> • Install and support Gaming Consoles. Work includes setup, connecting to network, configuring and updates as required. • Install and support <i>all-in-one</i> Scan-Copy-Fax Units for staff use. These responsibilities include all configurations of the units. Troubleshoot and ensure all network and fax capabilities are operational. • Maintain and support large format display Screens. Work includes connecting large-scale monitors to library selected technology solutions. Work may consist of connecting power, data, and small form factor computing devices. • Install, support and maintain Public networked Scanning Stations. Work includes setup and configurations of scanning stations and all related hardware and software. Troubleshoot, and if needed, replace parts within coin and bill payment units. Work with vendor to resolve issues with the scanning stations. • Support <i>LYNGSOE self-check-in</i> Machine. Replace parts, service and maintain equipment. Troubleshoot day-to-day issues including, but not limited to, books/materials stuck on belt, jammed receipt printer, RFID scanner error, communications to network and ILS, a fuse and/or breaker(s) trip in control panel, paper jammed on conveyor rollers, blocked photo sensor eyes, vacuuming and cleaning out debris. • Support RFID <i>self-check-out</i> system, install, service, replace defective parts and maintain equipment. Install and support all related equipment, including, but not limited to, RFID antennas, bill validators, Coinco, and printers. Troubleshoot issues, including, but not limited to issues related to incorrect dispensed amount(s), bill validator not accepting bills, coins falling incorrectly, stuck/obstructed Coinco tubes, credit card(s) not scanning. • Support endpoint devices such as tablets, IPADS, compatible smart devices and other such technologies as utilized by the Library from time-to-time. Assist with deployment of such devices, troubleshoot basic connectivity and update issues. • Performs other duties as required.
20%	<p>Acquisition & Deployment</p> <ul style="list-style-type: none"> • Conduct research on computer products in support of PC procurement and development efforts. Evaluate and recommend hardware products for purchase. • Write technical specifications for purchase of PCs, networking hardware and related products. • Recommend, schedule, and perform PC, hardware and peripheral equipment improvements, upgrades, and repairs. • Performs other duties as required.
10%	<p>Strategy & Planning</p> <ul style="list-style-type: none"> • Assist in preparing, maintaining, and upholding procedures for logging, reporting, and statistically monitoring PC performance. • Accurately document instances of hardware failure, repair, installation, and removal. • Assist in developing long-term strategies and capacity planning for meeting

	<p>future computer hardware needs.</p> <ul style="list-style-type: none"> • Support development and implementation of new computer projects and new hardware installations. • Maintain up-to-date knowledge of hardware and equipment contracts and supervise contract-based installations. • Aid in development of business continuity and disaster recovery plans, maintain current knowledge of plan executables, and respond to crises in accordance with business continuity and disaster recovery plans. • Performs other duties as requires.
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The schedule for this position will include Saturdays and evenings as required.

CORE COMPETENCIES

The Information Technology Support Specialist I&II must consistently demonstrate the following competencies when performing the above responsibilities, including but not limited to: initiative, flexibility in approaching daily responsibilities, cooperative teamwork.

KEY CONTACTS

Public Service/CLS and Central Library, and all departments within the organization.

EDUCATION and EXPERIENCE

Must have a High School diploma or Equivalent, and at least 1 year of professional technical support experience. Experience with Macintosh and Apple products and all other general PC equipment. An ability to present ideas in a user-friendly language. Strong organizational and customer service skills and the ability to troubleshoot complex problems required. Experience at working both independently and in a team-oriented, collaborative environment is essential. The ability to effectively prioritize and execute tasks in a high-pressure environment. Must also possess a clean and valid New York driver's license.

PHYSICAL DEMANDS and WORK ENVIRONMENT

Position is exempt; minimum number of hours required to work is 35 hours weekly. Must be available to work evenings and weekends as needed to cover scheduled hours and to support delivery of time-critical project deadlines. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The work environment can range from a typical office environment to noisy, dusty and dirty. While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel and talk or hear. Some job may require the use of ladders (up to 8' tall) to maintain and support technologies at the libraries. The employee frequently is required to stand and sit. The employee is frequently required to walk. The employee must occasionally lift and/or move up to 50 pounds.