

**AGENDA**  
**CIVIL SERVICE COMMISSION**  
**Tuesday, November 17, 2020 @ 9:00 A.M.**  
**Electronic Meeting pursuant to Paragraph 1 of Executive Order 7B.**  
**This will be a 100% Electronic Meeting.**  
**Public Questions can be emailed to [CSC@hamden.com](mailto:CSC@hamden.com)**  
**Click on the link below to join the meeting.**  
**<https://zoom.us/j/99649579879>**

1. Review and approval of the October 29, 2020, Civil Service Commission special meeting minutes.
2. Review and action on the following eligibility list(s):
  - a) Head of Borrower Services Librarian III – (original certification 11/29/2018) – No action expiring on 11/29/2020.
  - b) Deputy Fire Marshal – (original certification 06/04/2019)
3. Review and action on the following application(s):
  - a) Assistant Animal Control Officer – (25 applicants)
4. Review and certification of the following eligibility list(s):
  - a) Certified Police Officer – (Revised)
5. Tabled Items:
  - a) Correspondence from Library Director Melissa Canham-Clyne requesting a promotional recruitment from within UPSEU, Unit #23 and if necessary open competitive recruitment for the position of Associate Library Director.
6. Old Business:
7. New Business:
8. Adjourn:

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**MINUTES  
CIVIL SERVICE COMMISSION  
SPECIAL ELECTRONIC MEETING  
Tuesday, October 29, 2020 @ 9:00 A.M.  
Electronic Meeting pursuant to Paragraph 1 of Executive Order 7B.  
This was a 100% Electronic Meeting.  
Public Questions were emailed to [CSC@hamden.com](mailto:CSC@hamden.com)  
Click on the link below to join the meeting:  
<https://zoom.us/j/96403498778?pwd=MWRiOjMrak50RzIEaUJGT0tWVIBBZz09>**

**IN ACCORDANCE WITH A DECISION OF THE HAMDEN CIVIL SERVICE  
COMMISSION, MINUTES WILL REFLECT INDIVIDUALS IN ATTENDANCE,  
MOTIONS MADE AND VOTES TAKEN.**

Chairperson Andrea Lobo called the meeting to order at 9:07 A.M. with Commissioner Wanda Lary in attendance. Also present were Executive Secretary Ken Kelley, Administrative Secretary Renee Palumbo-Morgan, Human Resources Officer Brigitte Cogswell, Deputy Police Chief Bo Kicak, and Finance Director Curtis Eatman.

1. Review and approval of the October 6, 2020 Civil Service Commission meeting minutes. On a motion by Chairperson Lobo, seconded by Commissioner Lary, it was the unanimous decision of the Commission to approve the minutes.
2. Review and action on the following eligibility list(s):
  - a) Economic Development Technician – (original certification 4/16/2019) – On a motion by Chairperson Lobo, seconded by Commissioner Lary, it was the unanimous decision of the Commission to certify the list for another six (6) month period ending 04/16/2021.
  - b) Library Clerk – (original certification 10/15/2019) – On a motion by Chairperson Lobo, seconded by Commissioner Lary, it was the unanimous decision of the Commission to certify the list for another six (6) month period ending 04/15/2021.
  - c) Librarian I Part-time – (original certification 05/05/2020) – On a motion by Chairperson Lobo, seconded by Commissioner Lary, it was the unanimous decision of the Commission to certify the list for another six (6) month period ending 05/05/2021.
  - d) Mechanic Public Works – (original certification 05/05/2020) – On a motion by Chairperson Lobo, seconded by Commissioner Lary, it was the unanimous decision of the Commission to certify the list for another six (6) month period ending 05/05/2021.
  - e) Account Clerk/Finance – (original certification 05/05/2020) – On a motion by Chairperson Lobo, seconded by Commissioner Lary, it was the unanimous decision of the Commission to certify the list for another six (6) month period ending 05/05/2021.

3. Review and action on the following application(s):
  - a) Assistant Assessor – (2 applicants) – On a motion by Chairperson Lobo, seconded by Commissioner Lary, it was the unanimous decision of the Commission that two (2) applicants met the minimum qualifications and would move on in the process.
4. Review and certification of the following eligibility list(s):
  - a) Certified Police Officer – On a motion by Chairperson Lobo, seconded by Commissioner Lary, it was the unanimous decision of the Commission to certify the eligibility list for a six (6) month period ending 04/29/2020.
  - b) Assistant Assessor – On a motion by Chairperson Lobo, seconded by Commissioner Lary, it was the unanimous decision of the Commission to certify the eligibility list for a six (6) month period ending 04/29/2020.
5. Correspondence from Finance Director Curtis Eatman requesting a temporary appointment of David Stannard to the position of Chief Assessor for a period of up to five (5) months. On a motion by Chairperson Lobo, seconded by Commissioner Lary, it was the unanimous decision of the Commission to approve the temporary appointment for up to five (5) months.
6. Correspondence from Town Attorney Susan Gruen requesting a promotional recruitment from within AFSCME Local 2863 and if necessary open competitive recruitment for the position of Paralegal. On a motion by Chairperson Lobo, seconded by Commissioner Lary, it was the unanimous decision of the Commission to commence with the recruitment for Paralegal.
7. On a motion by Chairperson Lobo, seconded by Commissioner Lary, it was the unanimous decision of the Commission to adjourn at 9:45 AM.

Respectfully submitted,



Kenneth S. Kelley  
Executive Secretary

TOWN CLERK  
HANDEN, CT  
2020 NOV -4 A 11:50  
REC'D AND FILED BY

Head of Borrower Services/  
Librarian III  
Eligibility List  
Thursday, November 29, 2018

Rank	Candidate Name
1	Nista, Tracy 11/30/18 <i>Appointed 1/2/19</i>
2	Brillant, Bianca 11/30/18
3	Huggins, Marian 11/30/18
3	Gelarden, James 11/30/18

Certified by the Civil Service Commission on: November 29, 2018

*5/21/19*  
*11/19/19*  
*5/19/2020*

Deputy Fire Marshal  
Eligibility List  
Tuesday, June 04, 2019

Anderson, Joseph

Hwang, Nelson *Appointed 7/29/19*

Lopes, Julio

Certified by the Civil Service Commission on: 06/04/19

*12/3/19*

*6/2/2020*

<b>Responsibilities fulfilled by this position</b>	<b>Benefit to Town of Hamden</b>	<b>Loss to Town if unfilled</b>
<p>Serves as library's chief administrator in the absence of the Library Director.</p>	<p>As the Director's direct report and team member, the Deputy is able to quickly make administrative decisions regarding staff, facilities, and budget; may act as the Director's proxy, particularly in consortia, auxiliary, and board related voting arrangements; provides a direct line of succession.</p>	<p>Inability to quickly remedy crucial problems in the absence of the Director means employment, facility, and budget decisions will be deferred, often at a financial cost, risk of public safety, and with the possibility of labor violations. Without a direct line of succession, a vacancy in the directorship becomes even costlier to the town and creates a contentious work environment.</p>
<p>Participates in the preparation of the Library annual and capital budgets.</p>	<p>As the Director's direct report and team member, the Deputy provides valuable insight about staff, facility, and programmatic impacts on the annual budget request; by assisting to assemble the budget, the Deputy has a thorough understanding of implementation and priorities of the budget and the Town's needs.</p>	<p>Lack of institutional knowledge of staffing, facility, programs, and services means that ill informed decisions could be made that would require costly remediation and/or loss of library functions in key areas.</p>
<p>Creates and maintains an effective and positive work environment by communicating goals and expectations for staff performance by supporting employee engagement efforts.</p>	<p>As the Director's direct report and team member, the Deputy is the key liaison with all staff in communicating performance and customer service standards, and in understanding the needs of employees in being able to execute these expectations.</p>	<p>Without this position of the ratio of administrator to employee becomes 1:36, which lessens the effectiveness of the Director to successfully build a sustainable future for the library.</p>

<p>Facilitates employee professional development.</p>	<p>The Deputy's understanding of the strategic development of library services and programs for the community ensures appropriate professional development and alignment of continuing education for all staff.</p>	<p>Absent a facilitator for professional development, opportunities to improve services to Hamden residents will be diminished as often this type of programmatic support to staff growth becomes less about meeting the growing concerns/needs of the community and more about rewarding the squeaky wheel.</p>
<p>Recommends policies and procedures for orientation, performance appraisal, and retention of staff.</p>	<p>As the key liaison with staff, the Deputy lays the foundation for successful employee integration into the daily operations of the library. The greatest resource of any library is the staff. The spine of any staff is the institutional support provided by its administrators.</p>	<p>Quality of public service and morale decline without the Deputy to ensure consistency in fully preparing staff, assessing staff, and recognizing staffonboarding, staff assessment, and appropriate recognition of staff.</p>
<p>Works with the Town in recruiting of public service staff.</p>	<p>As a representative of library administration, the Deputy will efficiently and collaboratively work with the Town in finding outstanding public service staff.</p>	<p>Burdens of recruitment are not shared evenly with the Town and opportunities to guarantee thorough vetting of the Town's and library's needs might not occur, resulting in poor recruitment and, possibly, retention of solid candidates.</p>

<p>Recommends to Library Director hiring or disciplining of staff.</p>	<p>As the immediate liaison with staff and Director, the Deputy is knowledgeable concerning staffing needs, position duties, union contracts, and expectations of exceptional service.</p>	<p>By limiting administration's daily interactions and supervision of public service staff, situations that should be addressed with professional immediacy will grow into problems requiring greater outlays of attention and, possibly, money.</p>
<p>Monitors, in conjunction with the Library business office, expenditures of departmental fund allocations through internal reports making recommendations to the Director transfers from accounts as required.</p>	<p>As the Director's direct report and team member, the Deputy's skillful budgeting of resources enables the library to efficiently maintain efficacy of service.</p>	<p>Neglected opportunities to hone budget allocations to best serve the needs of the Town and library will occur.</p>
<p>Oversees work schedules of staff, recommending modifications as needed.</p>	<p>As administrator for daily operations, the Deputy understands staffing levels, union contracts, and work flows.</p>	<p>Absent an administrator to guide the daily staffing levels of the library, violations of union contracts and/or insufficient staffing to ably serve the public will occur; also, places obligation of adequate staffing onto a member of the bargaining unit, thus creating a proxy supervisor.</p>
<p>Explains goals, objectives, policies and procedures to the staff and public.</p>	<p>The Deputy's institutional knowledge and understanding of policies creates consistent outcomes for the public and is the bedrock of excellent customer services.</p>	<p>Missing immediate access to the knowledge of a daily administrator would lessen the ability of the library to provide consistent, quality service.</p>



<p>Assists in de-escalation and mediation of conflict.</p>	<p>As a primary figure representing the leadership of the library, the Deputy leads, intercedes on staff behalf, and guides proper de-escalation to ensure public safety and public service.</p>	<p>Misunderstandings could escalate into larger issues that endanger the public and staff.</p>
<p>Answers public complaints in conjunction with the Director and Town officials.</p>	<p>As an essential member of the leadership team, the Deputy uses institutional knowledge and professionalism to resolve complaints.</p>	<p>Preventing timely resolution of complaints by limiting the ability to respond, hurts the reputation of the library, is poor public service, and diminishes the value of the Town's outreach to the community.</p>
<p>Participates in Hamden Public Library board meetings, Friends of the Library meetings, committee meetings, strategic planning, and other leadership activities as required, including representing either the Library or Town on special boards or committees.</p>	<p>As an integral member of administration and the library leadership team, the Deputy is able to fully participate and advocate on the library's and community's behalf. The educational and professional breadth of this position means that the Deputy has the strategic foresight to fairly advocate for the library and community.</p>	<p>Absent the Deputy's full immersion into the library's vision and daily operations, the duty of advocating and participating in the development of effective, efficient strategies and outcomes is spread too thinly, resting squarely on the shoulders of only one administrator.</p>
<p>With the Director, plans marketing.</p>	<p>Informing the public of the Library's mission and the many services which fulfill it, is primary to expanding the use and sustainability of the library.</p>	<p>Incomplete commitment to successfully relaying the library's availability to add quality of life and learning to Hamden residents means that the library is not fully serving the community as best as possible and is, in effect, only preaching to the choir.</p>

<p>Oversees development and execution of community relations initiatives, development and implementation of internal and external branding.</p>	<p>Acting as a trusted leader in developing the library's outreach, the Deputy is able to guide staff in understanding and conveying the library's story using the many tools now available to marketing and branding.</p>	<p>Core components of successful outreach is consistency and feedback. Lacking oversight in developing the library's outreach hampers the ability to accurately and thoroughly use all available resources. It diminishes the integrity of the message.</p>
<p>Builds effective working relationships with stakeholders and community members by encouraging collaboration.</p>	<p>As a role model for the staff, the Deputy enhances the library's outreach and partnerships by sharing our resources with others.</p>	<p>Failure to build collaborative relationships with stakeholders and community members creates a library system acting as a silo in the community. Leadership is necessary to promote and negotiate active collaboration.</p>
<p>Provides a leadership role in strategic planning and service innovation for the library. Supervises cross-functional committees tasked with the execution of strategic initiatives, providing guidance to ensure effective results within the budget.</p>	<p>Using the breadth of knowledge and strategic foresight inherent in this position's qualifications, the Deputy ably steers planning, resource management, and staff involvement to ensure that the library's mission evolves to meet community needs.</p>	<p>Missing this leadership position hinders the ability to fully implement needed change in the institution because the Deputy has an unique role with regarding staff development and is also a key representative of the library to the community at large.</p>
<p>Gathers, analyzes, prepares, and presents data information to assist in assessment and evaluation of library performance to support decision making, grant writing, and strategic planning.</p>	<p>As the leader responsible for daily operations, the Deputy understands data implications for services, programs, and budgets.</p>	<p>Missing a consistent gatherer and interpreter of data, information needed for grants, program development, and evaluation of service becomes more subjective and less accurate.</p>

<p>Assists Director with branch and community development of services and programs. Supervises branch managers.</p>	<p>As a library administrator, the Deputy understands the uniqueness and commonalities of different communities and stakeholders; thus, allowing for growth of services based on community need.</p>	<p>Lack of an engaged administrator in developing community programs and services, results in neglect of library resources and community interests.</p>
<p>Manages and coordinates the Library Volunteer Program activities, including recruitment and recognition.</p>	<p>As a member of the leadership team and the primary staff facilitator, the Deputy understands the special role of volunteers in expanding outreach and successfully negotiating collaboration. The Deputy also understands union contracts and what roles a volunteer cannot undertake.</p>	<p>Without a primary leader to recruit, supervise, and encourage volunteer engagement in the library and community, opportunities to grow library collaboration and to provide service to the community will be nonexistent. There will be no recruitment, retention, or recognition of volunteers.</p>
<p>Recommends to the Director and Board new public service policies and operational procedures, or changes to existing policies and procedures.</p>	<p>In the distinctive role as a member of the library leadership team and primary staff facilitator, the Deputy is aptly prepared to understand the implications of new services, especially with regards to daily implementation.</p>	<p>Neglecting insight about how services and programs can be most efficiently and effectively implemented through daily operations, makes change more hypothetical and less practical.</p>
<p>Assists with grant writing and administration of grant funds.</p>	<p>As a member of the library leadership team, the Deputy has a thorough understanding of data, community needs, and strategic development.</p>	<p>Minus the assistance of the Deputy, less grants are applied for, administered, and researched. This results in missed opportunities to pursue beneficial services and programs that will benefit the town both financially and programmatically.</p>

<p>Works with the Director to ensure compliance with federal, state, and municipal rules.</p>	<p>As a member of the library leadership team, the Deputy ensures that the library does not violate laws and executes all services in an ethical manner.</p>	<p>Detrimentially limits the oversight of library compliance with a myriad of rules and laws.</p>
<p>Participates in professional programs and conferences to keep abreast of new methods and techniques for the improvement of library operations.</p>	<p>As an integral member of library leadership, the Deputy keeps abreast of the evolution of public libraries and best practices for delivering quality public services.</p>	<p>Staff development and evolution of the Hamden Public Library as a key life long learning asset is weakened, reducing the library's ability to add to the quality of life in Hamden.</p>
<p>Performs duties as required.</p>	<p>As the Director's direct report and the primary administrator for daily operations, the Deputy's adaptability permits the library to function even during a pandemic.</p>	<p>Removing adaptability and responsiveness in library administration, means that the library becomes inflexible and unable to change as needed when confronted with situations as unique as pandemics.</p>