

## **POLICY REGARDING SECRETARIAL SERVICES TO LEGISLATORS**

### **SECRETARIAL SERVICES CONTRACT**

The Legislative Assembly contracts with an employment contractor to provide secretarial services to prepare correspondence and envelopes, news releases, written testimony prepared by legislators for presentation to committees, and other miscellaneous documents for legislators. As a result of contracting for these services with a third party, the individual secretaries performing secretarial pool services are employees of the employment contractor and are not legislative employees.

### **SECRETARIAL SERVICES LOCATION**

Secretarial services employees are located in a room in the northwest corner of the second floor of the legislative wing (west of the Senate balcony).

### **SECRETARIAL SERVICES HOURS**

Secretarial services will begin the first day of the regular session and will be available each day the Legislative Assembly is in session. Secretarial services are available between 7:30 a.m. and 5:00 p.m. daily. The services conclude when the Legislative Assembly adjourns.

### **REQUESTS FOR SECRETARIAL SERVICES**

Requests for secretarial services should be made to the onsite supervisor, not to individual employees. The onsite supervisor manages the workload of each employee and assigns projects to individual secretaries under a "pool" concept. A legislator may not request a specific individual to prepare a project.

### **RESTRICTED WORK PROJECTS**

Legislators may not request the contractor to prepare transcripts from committee hearing tapes; however, the majority leader, on request of a committee chairman, may request the contractor to prepare transcripts of committee hearing tapes when the committee's minutes are not being prepared due to illness, disability, or absence of the committee clerk. Legislators may not request the contractor to prepare mail merges, i.e., individually address a base document to individuals listed on a list of names and addresses, to more than 25 individuals without the approval of the majority leader or minority leader, as appropriate.

### **TURNAROUND TIME FOR PROJECTS**

The normal turnaround time for a project is 24 hours. Thus, the requesting legislator should receive a final product within 24 hours of making a request. Notwithstanding the 24-hour rule, if before noon on a Friday a legislator requests the typing of a press release of reasonable length, the final copy should be available by 5:00 p.m. Friday.

### **PROCEDURE FOR COMMENTS OR COMPLAINTS**

Any comment or complaint relating to secretarial services should be made to the onsite supervisor. If the complaint is unresolved, the complainant should contact the chairman of the Employment Committee of the appropriate house. The chairman of the Employment Committee will work with the contractor and the Legislative Council staff to resolve any complaint. Any comment or complaint concerning the contractual arrangements or policies related to the privatization of the secretarial pool may be submitted to the Legislative Council staff for presentation to the Legislative Management Committee during the following interim.