



## Wisconsin Valley Library Service MCPL's Leadership Resource

Wisconsin Valley Library Service (WVLS) comprises the strongest, most productive, and expansive leadership team among Wisconsin Public Library Systems. Our service capacity and quality are products of cohesive relationships formed with other high-quality leading professionals in partner and collaborator institutions.

- The WVLS leadership team is highly engaged with the Wisconsin library community.
- The WVLS leadership has built a robust professional resource network spanning many other systems and extending beyond Wisconsin boundaries.
- WVLS offers a comprehensive range of services greater than any library system in Wisconsin has the capacity to achieve in isolation.

WVLS has modeled its regional leadership on the guiding principle that no library or system of libraries prospers as an island unto itself. With a strong sense of responsibility to serve our diverse communities, WVLS provides innovative and impactful leadership and empowers libraries in their pursuit of excellence. The WVLS team is constantly challenged to critically assess our system services and suggest improvements, identify new resources needed to implement those improvements, make programs that are working well even better, and think outside the box to inspire our member libraries.

Leadership and empowerment are core to the WVLS culture. Director, Marla Sepnafski, is a [Leadership Wisconsin graduate](#) who was presented with the inaugural [Alva Rankin Memorial Award](#). Marla's leadership is recognized and respected throughout the Wisconsin Library Community. She was honored in 2019 by peers throughout the state as [Wisconsin Librarian of the Year](#). Marla was subsequently [honored with a Legislative Citation](#) noting her dedication and devotion to making Wisconsin public libraries accessible and responsive to the needs of all residents and stating that she "and the entire WVLS team has promoted a bold vision for the future of library service in which innovation, collaboration, and high standards of excellence are key components."

WVLS has become a magnet for prominent and iconic professionals, attracting the best of the best directly as employees and in collaborative engagements to lead our comprehensive range of services which ensures that all service areas are sustainable. Cultivated with prudence and visionary strategic planning to develop cohesive relationships and collaborative partnerships, the team of WVLS professionals has grown a leadership resource network spanning many Library Systems and extending beyond the boundaries of Wisconsin. This magnitude of individual and collective leadership ensures continuity of the highest quality and most robust service slate available to public libraries in Wisconsin.

To address needs, roll out new services, and improve existing ones, WVLS builds incredible cohorts of professionals with similar goals. WVLS values the leadership of our collaborators. Some of the collaborative efforts initiated by WVLS leadership include the LEAN WI Technology Partnership, Shared Makerspace Collection, Statewide Marketing Cohort, Wisconsin Trustee Training Week, Wild Wisconsin Winter Web Conference, and Libraries Activating Workforce Development Skills (LAWDS) Project Outreach. Recently, WVLS established a network of Sierra ILS (Integrated Library System) experts to

share information and ideas to improve service and support facets of ILS management. More information on these and other collaborative efforts which MCPL can leverage may be found in the [WVLS Collaborations](#) document shared as a supplemental handout to this Task Force.

MCPL's aspiration to pursue excellence and serve the public as a "21st Century library" during the coming years is admirable but has not yet been fully articulated. With specific goals and objectives, WVLS will provide services directly tailored to meet the needs of Marathon County and the community of MCPL users. We welcome the opportunity to assist MCPL with data collection and assessment to identify community needs and strategic goals and remind MCPL of its option to leverage the strengths of WVLS leadership to achieve.

The accompanying leadership team summaries provide a list of specific skills, assets, and strengths of each individual member. WVLS is aggregating and publishing all presentations and documents made to the Marathon County Library Board and this Task Force in the [MCPL System Exploration](#) section of our website: <https://wvls.org/mcpl-system-exploration>.

## **Marla Sepnafski, WVLS Director**

### **Skills/Strengths**

- Consultant/Facilitator experienced in researching, recommending, and guiding implementation of policies, procedures and services on behalf of area libraries, with an ability to proactively confront conflicts and work toward resolution.
- Relationship Builder who acts with a high level of integrity and honesty to develop relationships based on trust and mutual respect, and is able to work effectively with staff, library board members, colleagues across the state, municipal and county officials, elected officials, vendors, Department of Public Instruction staff, and other key stakeholders to achieve desired outcomes. Demonstrated ability for finding potential in people, organizations, and processes over the past 20 years. Convening forums to gather input on what matters to member libraries and advance service goals.
- Communicator who provides timely, accurate, and relevant information on critical issues, and communicates a vision of system services to stakeholders and community leaders. Comfortable communicating expectations and information directly to others—including keeping staff and the WVLS Board informed, engaged, and inspired about support given to, and initiatives started by, member libraries.
- Collaborator who fosters an atmosphere that encourages team-building, accountability, professional development, trust, and productivity by staff and the WVLS Board. Demonstrates commitment to diversity, equity, and inclusion, and support for impactful, relevant partnerships within the organization and beyond.
- Continuous Learner with an advanced knowledge of library resources and best practices in all-sized libraries and an awareness of current trends and technologies through regular review of professional literature, participation in continuing education and professional development opportunities, and networking with library leaders.
- Strategic Thinker with proven skill in planning and tactical implementation who makes and recommends sound decisions with the courage to develop potential and change. Creates, shares, and executes a unified vision for system service to member libraries and processes for those services.

### **Assets**

- Dedicated advocate for education and learning for people of all ages
- Promotes experimentation and fast prototyping in a culture that includes risk-taking, trust, flexibility and growth from past failures; and, facilitates innovation to meet new needs and old needs in new ways
- Enjoys working in a cooperative environment with diverse communities and individuals, considering different viewpoints and listening to understand
- Fosters a workplace culture that values customer service and is results oriented
- Proud of and dedicated to the WVLS team and the services offered to our member libraries
- Passionate believer in the transformative value a library brings to its community; and in system advocacy and support to help libraries help their communities achieve what they most care about
- Believes the most innovative and compelling new services are co-created between knowledgeable, passionate system staff, library staff and community members through deep reciprocal engagement and sharing experiences and goals

### **Record of Service and Recognitions of Leadership**

- 40 years progressive leadership experience in providing service to public libraries
- UW-Madison iSchool Alumni Board (2019-present)
- Legislative and Gubernatorial Citation by the State of Wisconsin (2019) for promoting “*a bold vision for the future of library service in which innovation, collaboration, and high standards of excellence are key components*”
- WLA/DEMCO Librarian of the Year Award (2019)
- Certificate of Achievement from Governor Tony Evers (2019)
- Leadership Wisconsin Alva Rankin Memorial Winner (2014); recognized by Leadership Wisconsin’s fellow graduates as a leader among leaders
- University of Wisconsin-Extension Leadership Wisconsin’s Signature Program (2012-2014)



# Skills / Strengths / Assets

Joshua Klingbeil - CIO

1/30/2020

**Note:** To ensure reporting of the best match of skills and experience, the following uncomprehensive subset of skills, strengths, and assets will be adjusted as appropriate once MCPL executive administration shares its strategic plan with the Task Force members and WVLS following Mark Arend's request at the initial meeting of the MCPL Task Force.

WVLS Assistant Director and CIO, Joshua Klingbeil, contributes over twenty years of engineering and technology service experience to the benefit of member counties and their public, private, academic, and K12 libraries.

- Experience participating on boards, councils, executive committees, and other various committees such as: WiscNet Board of Directors, Wisconsin Public Library Consortium (WPLC) Board of Trustees, and the Council on Library and Network Development (COLAND) which informs and influences the organizations and associations providing services libraries consume or channel to the public.
- Over fifteen years of product and service architecture experience including viability assessment, lifecycle planning, contingency planning, comprehensive strategic plan development, and cultivating the symbiosis between long range visioning and transactional process development which empowers library boards, directors, and staff to engage in library, community, and county-wide planning efforts as institutions of leadership.
- Twenty years of experience developing and providing flexible service models for a wide range of consumer types from dynamic, agile organizations to monolithic international institutions allowing for the adaptability to provide effective, meaningful services to the variety of library types and service capacities found in Northcentral Wisconsin and throughout the State.
- Twenty years of strategic data collection planning and implementation, data-driven analysis and plan development, cost impact evaluation and adaptation planning, and forecasting outcomes from adjustments to complex interactive systems which supports a range of local, regional, and statewide, efforts from programming in public libraries to the development and support of services like the phenomenally popular OverDrive eBook collection, a part of Wisconsin's Digital Library.
- Over ten years of experience in leading the development of collaborative projects and partnerships including the LEAN WI technology resource sharing partnership which operates technology service infrastructure that is both the most cost efficient and the most robust among Wisconsin's Public Library Systems, serving over one hundred libraries across twenty-five counties with an enterprise technology services platform that is second to none.

## **WVLS Partnerships**

One of the strengths of the WVLS leadership team is its continuing partnerships with other library systems to provide services to its member libraries which maximizes productivity and minimizes costs to those libraries.

The LEAN WI partnership especially helps provide excellent technology services across three library systems – Wisconsin Valley Library Service, IFLS Library System, and Northern Waters Library Service.

## **IFLS Library System - Staff Strengths brought to Partnership**

**Kris Schwartz – IFLS IT Director.** As the Engineering & Operations Lead of the LEAN WI Technology Team, Kris develops and implements operational plans which serve the needs of the partner systems and member libraries. Kris has 10 years of IT experience working with IFLS area libraries.

**Lori Roholt – MORE Administrator.** The MORE shared system runs on the Innovative Sierra software just as V-Cat and MERLIN do. The ILS administrators keep in touch to help detect and solve similar problems with the software. Lori has been with IFLS for 11 years.

**Leah Langby – Library Development & Youth Services Coordinator.** Leah works with libraries to support youth services and inclusive services, and she coordinates the continuing education efforts of the IFLS system. WVLS and IFLS share programming kits (high and low tech, for all ages) that circulate from both systems to all the libraries in IFLS and WVLS. She works regularly with WVLS staff on youth services projects and continuing education efforts. She has been with IFLS for 15 years.

**Maureen Welch – Reference & ILL Coordinator.** Maureen has overseen the delivery services provided to the IFLS Library System by WALTCO Inc. for the last 20 years. She has worked with the WVLS delivery coordinators over those years to continue to improve delivery services for all the systems served by WALTCO. Maureen can also help answer questions about statewide interlibrary loan, databases, Wisconsin's Digital Library, and the WPLC (Wisconsin Public Library Consortium).

**John Thompson – Director.** John has supervised the administration of the library system for the past 13 years. In addition, he provides administrative consulting to the 53 IFLS member libraries on library administration, director hiring and orientation, library and open meeting laws, long range planning, policy development, space planning. John has also been part of various statewide projects including chairing the Public Library System Redesign (PLSR) committee and updating the Wisconsin Public Library Standards.

## **Sherry Machones, WVLS Inclusive Services Consultant**

### **Skills**

- Well versed in navigating municipal, county, state, and national government relationships and budget proposals
- Respected public speaker, workshop presenter, writer (local, state, nationally)
- Experienced leader and mentor of librarians (local, state, nationally)
- Expert on equity, diversity, and inclusion issues and requirements
- Excellent at interpersonal communications and collaborative networking, team building, and project process management
- Strategic, creative and critical thinker with ability to proactively problem solve
- Dedicated, dependable, disciplined, and task focused

### **Strengths and experience**

- 25 years professional experience in public libraries, including local and system library administration, youth services, inclusive services, interlibrary loan, and cataloging
- Over 20 years of professional experience in the arts, and academic, special, tribal, public libraries
- 19 years of professional experience working on equity, diversity, and inclusion issues and requirements in the arts and libraries
- Over 10 years of experience in customer service and marketing outside of libraries
- Experience working in libraries of various sizes (e.g., a resource, a small, an urban, and a rural library)
- Highly networked throughout the local, state, and national library community
- Manages and organizes National Library Legislative Day delegation for the State of Wisconsin as well as in-district contacts
- Member of Library Development and Legislation Committee (LD&L) team that passed four library related laws in three years and achieved a multi-million-dollar boost in state aid to public library systems since 2014
- Leads the work of teams on state projects (ex. PLSR, Inclusive Services)
- Believes access to libraries is crucial to every community to create a more open, more diverse, inclusive and equal world

### **Demonstrated leadership, affiliations and honors**

- WLA Leadership Roles: Currently WLA President and ALA Chapter Councilor on the WLA Board; previously: finance, awards, Information Freedom SIG, LGBTQ+ SIG, Small Libraries Director, Small Libraries Chair, LD&L, LD&L Federal Coordinator
- ALA Leadership Roles: currently President of the Division that handles equity, diversity, and inclusivity issues in libraries, and mentors and leads library consultants and government library workers (ASGCLA); previously: finance, ALA Council (Wisconsin representative), mentor for several Divisions and Roundtables, LGBTQ+ Membership Chair and Executive Board, Federal Coordinator for Wisconsin; consultant on efforts for the reorganization of ALA (SCOE); speaker at many conferences for Library Leadership and Management (LLAMA) and emerging leader cohorts
- ALA Emerging Leader, sponsored by LLAMA (2012); Alumni Awareness Award by the University of Wisconsin - Rock County (2004)

## **Susie Hafemeister, Administrative Assistant**

### **Skills**

- Budgeting/Fiscal Responsibility: budget drafting, expenditure management, collection and deposits of budget revenue; compilation of year-end budget information; balancing of credit card statements and bank statements; managing payment of donations
- Compiling/maintaining data: preparation of fiscal and auditing information and materials; effective at completion of annual reports and records maintenance
- Fundraising: management of grant funds, from individuals, companies and organizations; accounting of grant funds and manager of donor databases; provides robust communication throughout project--from fund solicitation process until after event day (e.g., letter writing campaigns for company donors and in-person interviews with potential donors; subsequent thank you letters for donations)
  - Financial member of Marathon County Public Library (MCPL) Foundation/Fairy Tale Ball committee
  - Foundation Fundraiser solicitation for National Endowment for the Humanities Grant fund match
  - Financial oversight for renovations to/completion of the third floor of the Marathon County Public Library Wausau branch

### **Experience**

- 48 years of work in libraries and library services, progressively reaching a position of Business/Financial Manager while working with eight branches along with MCPL staff coordinating financial matters
- Over 30 years of entrusted fiduciary responsibility, including 25 years of audit and budget requirements, and over 15 years fiscal management of Friends of the Library and MCPL Foundation fundraising and grant projects
- Managed finances for the Capital Improvements Projects during the Marathon County branch improvement projects

### **Strengths**

- Pleasant, friendly and eager to work with others
- Shows patience, kindness, a commitment to teamwork towards member libraries, trustees, system staff, colleagues, and related state agencies
- Excels at customer service and interpersonal communication
- Highly organized, results focused and detail oriented
- Self-motivated to accomplish requisite tasks and look for improvement opportunities
- Collegial relationships with library colleagues, and municipal and county officials

## **Kris Adams Wendt, WVLS Public Library Consultant**

### **Skills**

- Consultative coaching and mentoring, teaching and empowerment
- Adept at interpersonal communications and collaborative networking
- Strong leader experienced in team building, project process management and problem solving
- Fosters a team culture of respect, support and generosity
- Detail oriented task manager and event planner
- Articulate public speaker, workshop presenter and moderator
- Proficient writer
- Strategic, creative and critical thinker
- Dedicated, dependable, disciplined, and task focused
- Disability and diversity awareness
- Ability to accurately perceive and judge the formal/informal influences that shape decision making

### **Strengths and experience**

- 46 years professional experience in public library consultation, local library administration, youth services and inclusive services
- Highly networked throughout the Wisconsin library community
- Well versed in navigating municipal and county government relationships and budget proposals, and proficient in state and federal library budget and legislative initiatives
- Experienced leader of effective advocacy and communications strategies with elected policymakers at municipal, county and state levels
- Manages and organizes WVLS Library Legislative Day delegation as well as in-district contacts
- Significant experience in customer service, capital project fundraising, and community relations
- 25+ years volunteer leadership for WLA in the area of legislative advocacy, as 2014-2015 co-chair and continuing member of the Library Development & Legislation Committee (LD&L)
- Member of LD&L team that passed four library related laws in three years and achieved a multi-million-dollar boost in state aid to public library systems since 2014
- Demonstrated effective management skills supervising office operations, completion of public policy initiatives and legislative relations during seven months of Lt. Governor Lawton's 2010 term; coordinated transition orientation for incoming new Lt. Governor's staff

### **Demonstrated leadership, affiliations and honors**

- WLA Leadership Roles: WLA Secretary, WLA long range planning committee chair, Youth Services Section chair, and public libraries division director-at-large/conference program chair
- Member of League of Wisconsin Women Voters of the Northwoods Voter Services Committee and liaison to library community regarding LWVNOW voter registration tools
- Appointed to Wisconsin Humanities Council (2004-10, 2019-present), Council on Library and Network Development, (2004-14) and Superintendent's Advisory Council on Rural Schools, Libraries and Communities (2004-11)
- Legislative liaison to Cooperative Children's Book Center Advisory Board, 1995-present
- Executive Director of Rhinelander District Library selected as 2005 Wisconsin Library Association Library of the Year
- Selected for State Superintendent's Friend of Education Award (2004), International Reading Association Award for Exemplary Service in the Promotion of Literacy (1995), Wisconsin Library Association Librarian of the Year (1993), and Rhinelander Business and Professional Woman of Achievement (1992)

## **Anne Hamland, WVLS Public Library Services Consultant**

### **Skills**

- Proven outreach, relationship building and collaboration skills, including concerted sharing with library peers of service expertise and inspiring innovation
- Advocator on local, state, national, and global library initiatives
- Consultant on innovative program and service models for enhanced community impact
- Goal focused
- Results driven project management

### **Assets and strengths**

- Relationship building with public, school, and special libraries and community organizations through sustained communication with leaders across Wisconsin. Leader in workforce development initiatives for library systems throughout the state and for community organizations (e.g., local emergency departments, Aging and Disability Resource Centers, Regional Action Teams for service of children, Cooperative Educational Service Agency)
- Sustainable and impactful collaborative networking to provide youth services, inclusive services, marketing, library building and remodeling, website services, adult services, digital library, and workforce development
- Robust list of contacts to assist with youth/teen/adult services, website design, digital library and collection development, building projects, inclusive services, training and strategic planning
- Lifelong learner with current focus on website design, marketing and graphic design, advocacy, library space design, and able to retool my skill set for evolving library service needs
- Finds fulfillment in the support and successes of libraries and library staff after compassionate consulting on goals, barriers, and personal development

### **Demonstrated leadership**

- Member of the Wisconsin School & Public Libraries Networking Group (2019-)
- WLA Youth Services Section committee member; conference marketing committee member
- Initiates digitization collaboration with IFLS Library System (ION History) on behalf of member libraries preservation, archival, and digitization efforts.
- Developer of WI Department of Public Instruction initiatives (e.g., assisting with DPI's Public Library Director Bootcamp, Youth Services Leadership and Development Institute)
- Designed and launched the first system supported website services, curriculum and training in Wisconsin (LEAN WI)
- Developed and produced the annual report tracker tool and Digital Byte for all Wisconsin libraries in collaboration with DPI consultants

## **Jamie Matczak, WVLS Education Consultant**

### **Skills**

- Effective writer and communicator (public speaking, blogs, press releases, newsletters, email); Well-versed in social media resources and best practices
- Manages and organizes continuing education budgets
- Well-informed in library technology trends and highly skilled in learning technology tools
- Training future leaders in customer service, marketing and public speaking
- Leadership development in member libraries via the WVLS New Director and Mentoring programs

### **Assets**

#### Education and Professional Development:

- 20 years of professional experience in the arts, higher education, and public libraries
- Over 10 years of experience in higher education teaching, instructing, and training
  - Led 15 online library courses for the iSchool at UW-Madison in marketing, customer service, and social media; and taught 10 online and face-to-face courses for Lakeland College in business communications and marketing
  - Creator and manager of over 50 online trainings in the areas of customer service and technology tools
- Respected advisor on state-wide continuing education initiatives
- Maintains high level of networking relationships with state and national colleagues to assist with sharing their expertise in new technologies, library administration, and library trends

#### Customer Service

- Supports and assists state-wide public library system consultants with projects
- Frequently consulted on for statewide continuing education initiatives
- Served on five Wisconsin Library Association-affiliated conference planning committees
- Cares about the needs of member librarians and WVLS staff
- Hard working: willing and able to learn new skills to better support mission of WVLS
- Responds to member library questions within 24 business hours

### **Strengths**

- Networker/Connector: Frequently called upon by library peers for advice and guidance
- Innovator: Created the Wild Wisconsin Winter Web Conference (a nationally recognized 2-day web conference with state speakers), Wisconsin Trustee Training Week (Web conference for public library trustees), Digital Bytes (digital trainings used by libraries across the state), and Monday Mentions (weekly WVLS communications email)
- Collaborator: Co-creator of a marketing plan template to be available to all public libraries in Wisconsin;
- Leader in the Wisconsin public library community in continuing education and training
- Lifelong Learner: Has attended over 40 state-wide and national conferences
- Genuine: Recognizes and appreciates the collaborative work of colleagues and state-wide consultants
- Project Manager: Refined and organized the WVLS New Director Orientation process, Mentorship program, communications tools, continuing education and training programs in less than two years

**Rachel Metzler, MLIS**

**WVLS ILS and Database Support Specialist**

**Skills**

- Providing successful training curriculum by aligning with user goals on databases, BadgerLink, ILS, cataloging, and Information Literacy
- Effective oral and written communicator, including training in one-on-one and large groups—particularly in train the trainer situations; public speaking; and in creating step-by-step video tutorials and procedural documents
- Strong interpersonal relationship skills and networking capabilities
- Leads in WVLS collection development and database acquisition and combines knowledge of collection development with a strategic understanding of the role of resource sharing and consortial partnerships in providing access to local and collaborative collections aligned with member library and community needs
- Thorough knowledge of circulation, interlibrary loan operations, cataloging (including original and copy cataloging, authority control, using the OCLC cataloger subsystem), ILS, collection development, youth services, community partnerships, outreach, youth services
- Efficient at identifying and consulting on library service challenges and trends with experience in makerspaces, STEM/STEAM, Summer Library Program, One Book programs, community partnership programs, and more

**Experience and strengths**

- 13 years professional work in libraries (e.g., public resource library, small public library, and university library)
- Thoughtful, analytical thinker with strong attention to detail
- Approaches challenges with adaptability, diplomacy, and professional grace
- Skilled user of databases and online resources
- Passionate for libraries and library staff
- Attentive listener
- Team player
- Curious, life-long learner
- Committed to providing exceptional customer service

**Professional publications and involvement**

- Column writer for *VOYA Magazine* (2019); Contributor to articles published in *Booklist* and *School Library Journal* (2013), Writer of various press releases in *Wausau Daily Herald* (2007-2010)
- YALSA Best Books for Young Adults Committee (2013); Wisconsin Children's Book Award Committee (2014 & 2015)

## **Katie Zimmermann, WVLS Integrated Library System Administrator**

### **Skills**

- Integrated Library System (ILS) Administration
  - Lead and coordinate advancement of Integrated Library System and peripherals to maximize resource sharing and resource discovery for libraries and their communities
  - Support libraries' ILS processes including circulation, cataloging, acquisitions, reporting, and public access by providing training and advising best practices
  - Manage and customize public facing V-Cat library catalog
  - Develop strategies for changes, enhancements, testing and upgrades to maintain and modify Sierra ILS database based on assessment of member libraries' needs and the evolving information landscape
  - Facilitate member libraries' collaborations focused on resource sharing, bibliographic metadata, cooperative circulation, budget planning, migration, and other projects
  - Utilize strong analytical and troubleshooting skills to identify anomalies and assess effectiveness of ILS functions and public V-Cat catalog; propose and implement solutions
  - Review new systems and peripherals and recommend changes as needed
  - Serve as the interface between the ILS consortium, the ILS vendor and third-party vendors to fulfill software development requests and enhance functionality
- Project Management – Consider projects within the larger context to maximize efforts; use highly collaborative methods to seek the advice of experienced experts and work across teams; dedicated to managing details, consistent communication and follow through
- Data Analysis and Visualization – Support decision making and advocacy efforts through data gathering and analysis; use data to assess community needs, collection needs, circulation patterns, and other metrics of library use; create meaningful representations of data to highlight areas of importance
- Training – Initiate proactive and effective coaching through the development of personal relationships and creation of relevant tools including instructional documents and videos

### **Assets**

- Over 15 years of experience in academic and public libraries in positions of increasing responsibility
- Over 11 years of professional experience working with Marathon County Public Library
- Over 12 years of professional collection development experience, including materials reconsideration processes and book challenges
- Experience working in a large multi-branch resource library and in a small stand-alone library
- Master of Arts degree in Library and Information Studies from University of Wisconsin - Madison

### **Strengths**

- Ability to plan and solve problems strategically with a focus on assessing issues from multiple vantage points.
- Proactively explores innovative ideas and identifies ways to improve library services
- Passion for connecting people and information
- Motivated by collaborative initiatives for the common good

## **Tony Kriskovich, NWLS Information Technology Director**

### **Skills**

- Advanced knowledge of wide area networking, router and firewall configuration, subnet planning and management, and VLAN implementation and management.
- **Strong** proficiency with Active Directory, filesystem security and authentication management, file and printer sharing, and Windows Client/Server environments.
- Broad knowledge of managing VMware vSphere SAN and Microsoft HyperV environments running multiple virtual server operating systems.
- Extensive knowledge of Microsoft Windows operating systems, Office Desktop suites, and other desktop applications.
- Advanced knowledge of local area wired and wireless networking.
- **Strong** written/oral communication skills and demonstrated ability to present complex technical issues to internal and external colleagues and end users who possess varying degrees of technical experience.

### **Assets**

- 17 total years of experience within the information technology field.
  - Previous 7 years' experience with working for public library system
- Administer Active Directory (AD), DNS, DHCP, WINS, print, and file sharing services within networks.
- Experience with federal and state grants, E-Rate, and TEACH Infrastructure grants.
- Highly motivated to provide public libraries with the best possible IT support experience.

### **Strengths**

- **Strong** customer service orientation and skills with a commitment to quality, accuracy, and efficiency.
- **Strong** interpersonal skills and ability to foster and maintain cooperative and courteous working relationships with staff across the partner library systems, and member library personnel.
- Ability to professionally interact with users and to work effectively and cooperatively in teams.
- **Strong** proficiency in identifying and resolving problems, especially related to computers and networking.
- Proficient analytical and troubleshooting skills.