

Libraries Thrive Consulting
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LIBRARIES THRIVE
CONSULTING

MARCH 28, 2017

Waukesha Public Library
Human Resources Committee
321 Wisconsin Ave.
Waukesha, WI 53186

Dear Committee Members,

There's nothing more crucial to a library's success than to have a skilled, highly motivated and creative director at the helm. I am honored to have this opportunity to share with you how I approach a successful director search and, hopefully, how I can help your library to best position itself for the future.

After working for more than 30 years in Ohio's public libraries in positions from direct customer service to management and administration, I am currently sharing my experience as a consultant. I recently completed two director searches successfully – concluding in what I would call a *perfect match* of board and leader - and I'm certain my approach, background and passion for the library industry could help make your search successful as well. As part of this proposal, I will provide contact information for several who can recommend my work.

I know you are interested in specifics, so here is how I would approach the scope of work you described in your RFP:

- *My first visit:* We'd work on the job description, create a profile of your desired director (this is a specialty of mine) and finalize our recruitment strategy.
- *From my home office:* I would manage the recruitment process, screen applicants, share recommendations for your consideration, offer suggested interview tactics, projects and questions and design, set-up and finalize our interview process.
- *My second visit:* We would carry out the interviews and follow-up evaluations of candidates and arrive at negotiation terms that I would offer. (At this visit, I'd also be happy to do some prep work with you to assure your new director gets off to a successful start).
- *From my home office:* I would perform appropriate background and reference checks and conclude negotiations. I would also communicate with un-selected candidates positively.

I'm responding to your request for costs, references, and insurance information separately, on the following pages. Thanks again for this opportunity to be considered. I would love to speak further about this project with you.

Sincerely,



Catherine Hakala-Ausperk

REFERENCES FROM RECENT CONSULTING CUSTOMERS:

- Diane Wantz

Board of Trustees Member
The Mentor Public Library
Diane.Wantz@mentorpl.org
(Director Search)

- Lisa Huston

President, Board of Trustees
Perry Public Library
lahuston@roadrunner.com
(Director Search)

- Suzanne Walker

Professional Development Office Supervisor Director, Indiana Center for the Book
Indiana State Library
140 N. Senate Ave
Indianapolis, IN 46204
suwalker@library.in.gov
317.232.3718
(Facilitated week-long, residential Leadership training 3 times in a row)

- Julie Rothenfluh

Executive Director
Naperville Public Library
jrothenfulh@naperville-lib.org
630-961-4100, ext. 6144
(Strategic Planning)

I would like to share comments made by Julie Rothenfluh, following my work with her library:

“Cathy, working with you on this project has been a great experience for staff, the board and the community. I believe your experience with libraries has been a key to how well the process has worked.”



Waukesha Public Library

DIRECTOR SEARCH ESTIMATED

<i>Action</i>	<i>Description</i>	Consulting Hours Estimate (Including Preparation)
PREPARATION	Get background from committee members so that I can devise/share and collect the info I need to build a "Profile Exercise."	8
FIRST VISIT (2 days?)	a. Review and/or suggest updates to the existing job description. b. Develop a candidate profile. c. Develop a recruitment strategy including recommending an appropriate advertisement to the Human Resources Committee (not a boring ad but one that illustrates the creative culture of the library!)	20
FROM MY HOME OFFICE	d. Carry out recruitment process. e. Screen all applications (using a grid based solely on our profile) and create a recommended candidate list. f. Design and finalize the interview process, prepare interview questions (and activities) for the committee's consideration, suggest panel make-up, and other associated preparation tasks.	20
SECOND VISIT (2 days?)	g. Carry out interview process (and perhaps work on "Success Plan" for new Director Orientation & goal setting).	20
FROM MY HOME OFFICE	h. Perform appropriate background and reference checks. i. Negotiate offer to hire with candidate(s) upon request by the Library Board of Trustees (based on final recommendation report I would prepare for committee.) j. I would also communicate with un-selected candidates.	20
<i>Total (estimated) Hours*</i>		88
<i>Consultant Rate (\$200/hour**)</i>		\$17,600
<i>*hours include background, planning & preparation work</i>		
<i>**travel costs would be in addition to consultant fees - including air, hotel, per diem)</i>		



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CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

05/03/2016

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER  State Farm STATE FARM INSURANCE 17524 CHILLICOTHE RD CHAGRIN FALLS OH 44023	CONTACT NAME: JESSICA PHONE (A/C, No, Ext): 440 543 7622 E-MAIL: ADDRESS:	FAX (A/C, No):	
	INSURER(S) AFFORDING COVERAGE INSURER A: State Farm Fire and Casualty Company INSURER B: INSURER C: INSURER D: INSURER E: INSURER F:		NAIC # 25143
INSURED CATHERINE P AUSPERK DBA LIBRARIES THRIVE CONSULTING 8686 BAINBRIDGE RD CHAGRIN FALLS OH 44023			

COVERAGES**CERTIFICATE NUMBER:****REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
Y	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:	Y	Y	95CZK2604	02/10/2016	02/10/2017	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 300,000 MED EXP (Any one person) \$ 5,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000
	<input type="checkbox"/> AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS ONLY						COMBINED SINGLE LIMIT (Ea accident) \$ BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
	<input type="checkbox"/> UMBRELLA LIAB <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> DED <input type="checkbox"/> RETENTION \$						EACH OCCURRENCE \$ AGGREGATE \$
	<input type="checkbox"/> WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N <input type="checkbox"/>	N/A				PER STATUTE <input type="checkbox"/> OTH-ER <input type="checkbox"/> E.L. EACH ACCIDENT \$ E.L. DISEASE - EA EMPLOYEE \$ E.L. DISEASE - POLICY LIMIT \$

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

CERTIFICATE HOLDER**CANCELLATION**

ADDITIONAL INSURED-
THE MENTOR PUBLIC LIBRARY
8215 MENTOR AVE
MENTOR OH 44060

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE



CATHERINE HAKALA-AUSPERK

Consultant, Speaker, Trainer, Planner, Coach, Author & Library Advocate

Chagrin Falls, OH

WORK EXPERIENCE

LIBRARIES THRIVE CONSULTING

Owner | Jan, 2007 – Current

As the author of two successful library management books, "Be A Great Boss: One Year to Success" and "Build a Great Team: One Year to Success" (ALA Editions), I work with libraries around the country on strategic planning, leadership development, team building, communication skills, exceptional services and more. My third book, "Renew Yourself: A Six-Step Plan for More Meaningful Work," (ALA Editions 2016) is for anyone and everyone who wants to get the very most out of their career - and their life. My goal as a consultant and trainer is to facilitate growth, motivation, and success. I am also an instructor for the American Library Association's Certified Public Library Administrator (CPLA) program, where I teach both "Organization & Personnel Administration" and "Current Issues" courses.

- I can help your library develop an easy & affordable strategic plan that works!
- I can help you with a successful Director Searches and set your new leader up for success.
- As a speaker, I deliver pre-conferences, keynotes and all types of training.
- I specialize in leadership development for both new and seasoned managers, bosses, supervisors and directors.
- I help boards focus on professional operation and healthy relationships with their director.

KENT STATE UNIVERSITY SCHOOL OF LIBRARY & INFORMATION SCIENCE

Adjunct Instructor | Jan, 2007 – Current

One of the most rewarding elements of my career is the opportunity to teach graduate library students and mentor them as they begin their careers. I've taught "The Public Library" and currently teach "Management of Libraries & Information Centers."

- I was selected as the library school's 2015 "Alumnus of the Year."

NORTHEAST OHIO REGIONAL LIBRARY SYSTEM

Executive Director (Director of Success) | May, 2011 – Feb, 2016

I led, stabilized and grew a regional system that supports libraries in any way needed. We train, consult, plan and innovate, so that our libraries can be successful. I head a team of five highly energized and dedicated staff.

- Our regional offered new services, creative collaborations and effective training to hundreds of northeast Ohio library staff members and leaders.

CLEVELAND HEIGHTS - UNIVERSITY HEIGHTS PUBLIC LIBRARY

Deputy Director | May, 2003 – May, 2011

At a time when our library was introducing exciting new features such as a Welcome Desk and Roving Reference, I was responsible for the overall excellence of all public service in our 4-branch system.

- I was able to lead and work with an incredible team of branch managers and public service department leaders.
- Alongside the director, I was integrally involved in a \$15 million building renovation and expansion.

CUYAHOGA COUNTY PUBLIC LIBRARY

Multiple Positions, from Circulation Clerk to Regional Adult Services Manager | Nov, 1984 – May, 2003

My library career began and developed at CCPL, where I worked my way up and around, from Circulation Services, to reference work to management.

- I benefitted from a wide array of outstanding coaches, mentors and training.

EDUCATION

KENT STATE UNIVERSITY

Bachelor of Arts - News-Editorial Journalism | Aug, 1974 – Aug, 1978

KENT STATE UNIVERSITY

Master of Library Science (MLS) | Sep, 1988 – Aug, 1991

Certified Public Library Administrator (ALA)

Ohio Certified Public Librarian (OLC)

PROJECTS

KEYNOTES, PRESENTATIONS, WORKSHOPS, WEBINARS & MORE...

2017

INFOPEOPLE course - "Strategic Planning That Doesn't Hurt a Bit!" (January); ALA/CPLA course - "Current Issues," (January & April); URBAN LIBRARIES/EDGE INITIATIVE course - "Strengthening Library Partnerships" (January, March, April, May, August, October); ALA/CPLA course - "Politics & Partnerships" (February & June); ALA/CPLA course - "Organization & Personnel Administration" (March & September); INFOPEOPLE course - "Effective Library Partnerships" (April); ALA WEBINARS "How to Hire a Library Employee" (May); INFOPEOPLE course "A Culture of Safety" (June - July); ALA WEBINAR - "Build a Great Team" (July); ALA Annual Conference - "Renew, Re-energize, Refresh Your Career" (Saturday, June 24 @ 10:30 a.m.) - Chicago; New England Library Association Annual Conference - "Be a Great Boss," "Strategic Planning That Works!," and "Renew Yourself!" (October 22-24, 2017)

2016

PERRY PUBLIC LIBRARY - Library Director Search Consultant - (September - December.) MENTOR PUBLIC LIBRARY - Library Director Search Consultant - (May - December.) ALA/CPLA course "Organization and Personnel Administration" (September - October) and "Current Issues" (July - August). AMERICAN LIBRARY ASSOCIATION - "New Teams" Webinar (November 2016) AL "LIVE" - Author Interview (November 2016) InfoPeople course "The Effective Library Spokesperson" (June), and "Library Budgeting for Right Brained Thinkers," (September) OKLAHOMA LIBRARY ASSOCIATION - "Be a Great Boss" all-day pre-conference and "Communicate with Confidence" breakout session at the 2016 OLA Annual Conference (March.) DEMCO – "That's a Great Question!" – Q&A blog for DEMCO.com - ongoing. Also, taught "Stop Solving Problems! Develop Problem Solvers Instead!" webinar (January). KENT STATE (OH) UNIVERSITY SCHOOL OF LIBRARY & INFORMATION SCIENCE - Teaching "Management of Libraries and Information Centers" (all year). SOUTH CENTRAL WISCONSIN LIBRARY SYSTEM - Offering "Ensuring Director Success" webinar (August.) AMERICAN LIBRARY ASSOCIATION ANNUAL CONFERENCE 2016 - Presenting "Don't Do This (If You Want to Get the Job)," "Trainers Showcase" and resume reviews. INDIANA STATE LIBRARY - Facilitating week-long residential Leadership (INLLA) Academy (October.) UTAH STATE LIBRARY - "Everywhere Leaders: How to Move Your Library & Your Career Forward" webinar (July). PIONEER (OK) LIBRARY SYSTEM - Keynote and Session Presenter at 2016 Staff Day; also 4-part webinar review/instruction based on my book, "Be a Great Boss: One Year to Success" (August - December, 2016) UNIVERSITY OF OKLAHOMA - "Build a Great Team" all day training (November, 2016)

2015

DEMCO Webinars – “The Recipe for Leadership Success”; INFOPEOPLE - “Finding the Right People and Helping Them Grow” 4-part online course September – October; & “Digital Badging in the Library Community,” webinar; LIBRARIES UNLIMITED(ABC CLIO) Learning Network online courses: “From Interview to Success: Board – Director Relationships That Work!” & “Building Bridges: Library – Community Partnerships” & “Managing Your Strengths” & “Moving Into Management”; NAPERVILLE (IL) PUBLIC LIBRARY - Strategic Planning Consultant; NORTHEAST KANSAS LIBRARY SYSTEM - “Director Success: A Plan for Library Boards” (in-person workshop); SOUTH CAROLINA LIBRARY ASSOCIATION Annual Conference - Keynote presentation – “Everything the Same Has Changed!” & Breakout Sessions – “The Key Ingredients of Leadership” and “Healthy Cultures = Healthy Teams”; URBAN LIBRARIES COUNCIL - “Strengthening Library Partnerships,” (a webinar of The EDGE Initiative).

2014

ALA EDITIONS - “How to Build a Great Team: Growth & Development” (2-part webinar);ALA LIVE - “Library Security” Panelist; CARLSBAD (CA) LIBRARY & CULTURAL ARTS DEPARTMENT - “Welcome to the Future: Changing Together” - Staff Day Keynote Address; INDIANA STATE LIBRARY - Facilitated week-long “Indiana Librarian Leadership Academy” (InLLA); INFOPEOPLE - “Developing Effective Library Partnerships” -four-part online class; MONTANA STATE LIBRARY - “Happily Ever After: Board – Director Relationships That Work!” – 4-part webinar series; PCI (People Connect Institute) - 2-part webinar series: “Be a Great Boss: The Nuts and Bolts of Staffing, Decision Making, Problem-Solving, and Planning & Budgeting” and “Be a Great Boss: The Critical and Basic Foundations of Attitude, Vision, Communication Style and Strong Leadership;” PUBLIC LIBRARY ASSOCIATION (PLA) - “Supervise with Success” -2-part webinar; TEXAS LIBRARY ASSOCIATION - 2015 Annual Conference Pre-Conference – “Build a Great Team: One Year to Success”

2013

AMERICAN LIBRARY ASSOCIATION (ALA) - 2013 Annual Conference (Chicago, IL) – “Communicate with Confidence: One Year to Success” (co-presenter); ALA EDITIONS - “Strategic Planning: The Balanced Scorecard Approach” - webinar; DEMCO - Webinars– “Anyone Can Write a Grant!” & “Marketing for Everyone”; INDIANA STATE LIBRARY - Facilitated week-long “Indiana Librarian Leadership Academy” (InLLA); MISSOURI STATE LIBRARY - “Build a Great Team: New Directors’ Roadmap” - webinar; PUBLIC LIBRARY ASSOCIATION (PLA) - 2013 Annual Conference Pre-Conference – “Be a Great Boss: One Year to Success”; TEXAS LIBRARY ASSOCIATION - 2013 Annual Conference Pre-Conference – “Be a Great Boss: One Year to Success”; UTAH STATE LIBRARY - “Turning the Page 2.0” Advocacy 6-part webinar series

2012 and earlier...

2012 AMERICAN LIBRARY ASSOCIATION - 2012 Annual Conference (Anaheim, CA) – “Build a Great Team: One Year to Success” full-day pre-conference; DEMCO - Webinar – “Tomorrow...From the Beginning: A Time Management Webinar”; MISSOURI STATE LIBRARY - Summer Library Institute: Management & Administration – “Leadership Toolbox”; PUBLIC LIBRARY ASSOCIATION (PLA) - 2012 National Conference (Philadelphia, PA) – “Be a Great Boss: One Year to Success” full-day pre-conference; UTAH STATE LIBRARY - “Turning the Page 2.0” Advocacy 6-part webinar series (7 series); UTAH STATE LIBRARY - 5-part webinar – “How to Hire a Great Director”; WINNETKA (IL) PUBLIC LIBRARY - “The Perfect Recipe (for The Care and Feeding of a Healthy Culture)”; and “Be A Great Boss: One Year to Success: Managers’ Retreat. 2011 AMERICAN LIBRARY ASSOCIATION (ALA) - Annual Conference (New Orleans, LA) – “The Top 10 Benefits of Tough Times!”; ALA EDITIONS - Webinar – “Be a Great Boss: One Year to Success!”; NORTH CAROLINA PUBLIC LIBRARY DIRECTORS’ ASSOCIATION - “YOU Can Be a Great Boss!” (Keynote address); OHIO LIBRARY COUNCIL - Annual Conference - “Be a Great Boss: How and Why” 2010 OHIO LIBRARY COUNCIL (OLC) Conference Presentations - “Your Library, Your Community” & “Burgers, Baby Showers and Hot Nosh!” Also served as panelist on “Successful Community Partnerships!”; ORLAND PARK (IL) PUBLIC LIBRARY - Strategic Planning Consultant; PUBLIC LIBRARY ASSOCIATION (PLA) - National Conference (Portland, OR) – “Be a Good Boss!” Pre-2010 2009 - PUBLIC LIBRARY ASSOCIATION (PLA) Spring Symposium (Nashville, TN) – “Today’s Library from the Inside Out!” – Co-presenter 2008 – OHIO LIBRARY COUNCIL (OLC) Conference - Innovative Environments Conference – “Get Inspired!” 2008 - National PUBLIC LIBRARY ASSOCIATION (PLA) Conference (Minneapolis) – “21st Century Library” – co-presenter 2007 - CENTRAL OREGON REGIONAL LIBRARY CONFERENCE - 7th Annual Conference – (Keynote) – “Still Thriving: Why Google Can’t Beat Public Libraries,” and “What Do You Say?”- Break out session; OHIO LIBRARY COUNCIL (OLC) - Annual Conference - Co-presented – “The Balanced Scorecard in the Library: A Strategic Planning and Management Tool”

PUBLICATIONS

Publications BOOKS --- (expected: December, 2016) – Renew Yourself: A Six-Step Plan for More Meaningful Work – ALA Editions --- Build a Great Team: One Year to Success – ALA Editions, April, 2013. --- Editor of “By the Book” review column in Public Libraries (2013 – current) --- Be A Great Boss: One Year to Success – ALA Editions, published January, 2011. ARTICLE --- “Invest in Yourself,” American Libraries, April 2010. CHAPTERS --- “Reaching Little Heights,” chapter in “Children’s Services: Partnerships for Success,” edited by Betsy Diamant-Cohen, ed., ALA Editions, 2010. --- “Waking Up the Neighborhood: Partnerships with Local Businesses and Art Communities,” chapter in “Partnerships and Collaborations in Public Library Communities: Resources and Solutions,” Karen Ellis, ed., IGI Global, 2011. --- “Grants and the Grant Writing Process,” chapter in “Library Management 101: A Practical Guide,” Diane L. Velasquez, ed., ALA Editions, 2012. EDITING --- Editor of “By the Book,” professional book review column, in “Public Libraries” magazine. --- Guest Editor and Contributing Writer for Library Worklife, a publication of the Allied Professional Association of the American Library Association. (2006-2007) “Invest in Yourself,” American Libraries, April 2010.

PROFESSIONAL COMMITMENT

PROFESSIONAL COMMITMENT ALA; ALA Learning Roundtable (LRT) (current) Chair, Carterette Scholarship Committee (LRT) (current) ALA-APA Certification Review Committee (2012-2015) PLA & Public Library Association (PLA) Conference Committee (2011-2013) State Library of Ohio LSTA Advisory Council (2010-current) National Career Development Association (current) Alumni & Friends Council, KSU School of Library & Information Science (current) Northeast Ohio Regional Library System Board of Trustees (2009-2011) NEO-RLS' Continuing Education Committee; Chair (2009) NEO-RLS' Long Range Planning Committee (2007); Chair (2008-2009) NEO-RLS' "Library Leadership Ohio." Selection Committee Chair (2008) CAMLS' Continuing Education Committee PLA Public Libraries Advisory Committee (2005 – electronic member) CAMLS' Strategic Planning Committee (2004-2005) Cuyahoga County Public Library (CCPL) Reference Redesign Committee CCPL Hiring Redesign Committee CCPL Staff Development Day Committee CCPL Web Page Committee (Chair)

CONTACT INFORMATION

Email: chakalaausperk@gmail.com

Website: <http://librariesthrive.com>



STANDARD
RESUME