

Lynn Hoffman, Director of Operations
Somerset County Library System of New Jersey
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Experience

Director of Operations July 2015 – present

Somerset County Library System of NJ, Bridgewater, NJ

Supervises managers of Automation, Collection Development, Delivery, Digital Services, Technical Services, and Training and Development, with indirect responsibility for approximately 28 system-wide FTE; Directs special projects and strategic planning system-wide (Project management has included: complete upgrade of network routers, switches and bandwidth; development of a new website; selection of and planning for migration to a new ILS; replacement of 10 separate telephone systems with a single VoIP system, strategic plan creation); Acts in the absence of the County Library Administrator as necessary.

Deputy Director January 2014 – April 2015

Naperville Public Library, Naperville, IL

Supervised managers of NPL's three full-service facilities, with indirect responsibility for approximately 110 public service FTE; Supervised managers of IT Services, Technical Services and Marketing, with indirect responsibility for approximately 28 system-wide support FTE; Directed customer service operations system-wide; Coordinated operations during \$1.4 million renovation of Naper Blvd. Library, concentrating on minimizing impact on customers; Wrote RFP for strategic planning consulting, analysis of proposals for RFID conversion, overview of use of location codes and other data points in the ILS, performance expectations for staff and managers, and more; Acted in the absence of the Executive Director as necessary.

Library Operations Manager November 2010 – December 2013

Brown County Library, Green Bay, WI

Supervised four public service managers, with indirect responsibility for approximately 52 public service FTE at the Central Library and eight branches; Directed customer service operations system-wide; Evaluated and modified service models and physical layouts to improve the quality library service in spite of continuing budget cuts; Administered personnel budget of \$4.6 million, including recommending staffing table modifications to make the most of limited resources; Chaired Work Rules Committee, which rewrote all personnel policies and developed an employee handbook to take the place of prior union contracts; Revised job descriptions and performance management process with an eye toward clarifying expectations and improving library service; Acted in the absence of the Library Director as necessary.

Experience - cont'd

Training Manager

October 2009 – October 2010

Allen County Public Library, Fort Wayne, IN

Created system-wide training strategy; conducted new staff orientation, including public library ethics and values onboarding; pursued grant funding for and developed comprehensive management development program; planned and coordinated day-long staff development conference for 375 staff members; evaluated current training offerings against other human resources initiatives, such as job competencies and development planning; provided individual employee coaching services.

Information Services Coordinator

January 2006 – September 2009

Allen County Public Library, Fort Wayne, IN

Coordinated and supervised General Reference service point at Main Library; coordinated adult programming system-wide; served on system-wide committees, including Digital Collaborative (emerging technologies group, 1998-2008) and Management Team; acted as library's liaison for community partnerships; developed training on reference and information-seeking behavior for library staff.

Special Projects Librarian

September 2002 – December 2005

Allen County Public Library, Fort Wayne, IN

Planned and implemented closing, moving and opening of renovated and expanded Main Library (387,000 sq. ft.) and eleven of thirteen branch libraries as part of \$84 million capital improvement project; oversaw renovation of ACPL Data Center building, and coordinated move of the Information Technology department to that location with minimal interruption of data service to staff and patrons; worked on other projects and committees as needed; continued reference and collection development responsibilities in Young Adults' Services.

Temporary Acting Manager, Young Adult Services

February 2002 – September 2002

Allen County Public Library, Fort Wayne, IN

Supervised operations of the Young Adult services department, including collection development, programming, and reference and readers' advisory service; coached staff of 6 FTE during staff transition period; consulted with other department heads, senior staff, and architects on plans for new Main Library building

Manager, Hessen Cassel Branch

January 2000 – November 2001

Allen County Public Library, Fort Wayne, IN

Oversight for all operations of the branch library, including collection development, circulation of materials, handling of patron accounts, delivery of quality customer service; supervision of 6.5 FTE to respond to the constantly changing schedule needs of the branch; managing a materials budget of \$65,000, and a collection of approximately 50,000 print and non-print items

Experience - cont'd

Assistant Manager, Children's Services June 1998 – December 1999
Allen County Public Library, Fort Wayne, IN
Supervisory responsibility over 1.5 permanent and 4.0 summer part-time employees; department scheduling responsibilities; continuing duties as Children's Librarian

Children's Librarian September 1996 – May 1998
Allen County Public Library, Fort Wayne, IN
Service on the Children's Services reference desk; collection development, with focus on picture books, electronic resources (including the Children's Services web site), and videos; programming for children through age 12, and their parents, caregivers and teachers; service on library system-wide committees, including Chair, 1999 Summer Reading Program committee, serving over 12,000 children across Allen County, and the task force to select a new integrated online system

Education

University of Iowa, Iowa City, IA
MA Library and Information Science (with distinction), August 1996

Boston University, Boston, MA
BA English (Magna Cum Laude with distinction), May 1995

Professional Memberships

American Library Association, 1996-present

Public Library Association, 2002-present
PLA Leadership Task Force member, July 2010-June 2014
PLDS Statistical Report Advisory Committee, July 2014-June 2017 (Chair, July 2016-June 2017)
PLDS Statistical Report Working Group, July 2017-June 2018
Measurement, Evaluation and Assessment Committee, July 2018-June 2019

LLAMA, 2010-present
LLAMA President-Elect, July 2017-June 2018; LLAMA President, July 2018-June 2019; LLAMA Past-President, July 2019-June 2020
LLAMA Content Coordinating Team, July 2017-June 2020
LLAMA Competencies Committee, July 2014-June 2017 (Chair, July 2015-June 2017)
LLAMA HRS Leadership Skills Committee, July 2014-June 2017

Professional Memberships - cont'd

Core: Infrastructure, Technology, Futures (2020-present)
Core Communications Working Group, March 2018-present

American Society for Training and Development, 2009-2010

Association for Library Service to Children, 1996-2002
Journal of Youth Services Editorial Advisory Committee, April 1999-June 2001
Batchelder Award Committee, July 2002-June 2003

Publications

- "Your Coworkers Deserve Good UX, Too." *Weave: Journal of Library User Experience*, v.2 i.3 (April 2020)
- "Scenario: Serving the Oral Tradition." In Ruth V. Small and Marcia A. Mardis, eds. *Research Methods for Librarians and Educators: Practical Applications in Formal and Informal Learning Environments*. Santa Barbara, CA: Libraries Unlimited, 2018
- "What's the Big Deal About Web 2.0?" *Indiana Libraries* (Spring 2008)

Presentations and Papers

- "Change Management" - workshop, Research Institute for Public Libraries (RIPL) National, Itasca, IL (July 2020)
- "Developing a Culture of Evaluation" - keynote, Research Institute for Public Libraries (RIPL) National, Itasca, IL (July 2020)
- "Know Your Shy" - New Jersey Library Association Conference, Atlantic City, NJ (May 2020)
- "Building a Culture of Evaluation" - Embedding Evaluation webinar (March 2020)
- "So You DON'T Want to Be a Library Director" - PLA National Conference, Nashville, TN (February 2020)
- "Power Up Reports with Google" - Research in Public Libraries (RIPL) webinar (September 2019)
- "How to Write a Self-Evaluation" - SCLSNJ Staff In-Service Day (May 2019)
- "Feedback" - SCLSNJ Managerial Development Program (April 2019)
- "CARL Data and Google Sheets: Two Great Tastes..." - TLC "How Things Work" webinar (March 2019)
- "Mentorship: Making the Most of the Mentor/Mentee Experience" - NJLA Virtual Keynote (February 2019)
- "Trust" - SCLSNJ Managerial Development Program (February 2019)
- "Change Management." LLAMA Leadership Development Seminar - ALA Midwinter Meeting, Seattle, WA (January 2019)

Presentations and Papers - cont'd

- “CARL Data and Google Sheets: Two Great Tastes...” - TLC Users Group Conference, St. Louis, MO (November 2018)
- Panel member, NJLA Emerging Leaders (March 2017)
- “Getting Organized” - SCLSNJ Supervisors’ Day (February 2017)
- “Leading Tough Conversations” - RAILS webinar (June 2016)
- “Communication Strategies for Managing Change” - RAILS webinar (May 2016)
- “Weeding Watchdog” - New Jersey Library Association Conference, Atlantic City, NJ (May 2016)
- “Blowing Up the PLDS: Measuring Impact” - PLA National Conference, Denver, CO (April 2016)
- “Why Do I Like That Sign?” - RAILS webinar (July 2015)
- “Technology Competencies: What They Are, Why You Need Them and How to Create Them” - ATLAS (Area Training for Librarians and Staff) Continuing Education, Lynwood, IL (October 2014)
- “Make a Cultural Transformation” - Illinois Library Association Conference, Springfield, IL (October 2014)
- “How Am I Doing?: Raising the Bar on Performance Management” - RAILS webinar (June 2014)
- “Remaking the Workplace: After Act 10” - Wisconsin Library Association Conference, Green Bay, WI (October 2013)
- “How Am I Doing?: Raising the Bar on Performance Management” - Nicolet Federated Library System webinar (July 2013)
- “Remaking the Workplace” - Wisconsin Public Library Association Conference, Lake Geneva, WI (May 2013)
- “Changing Course: Leadership for Navigating the New Library” - PLA National Conference, Portland, OR (March 2010) and Philadelphia, PA (March 2012)
- “Leading the Way: PLA Fellows Transforming the Future” - ALA Annual Conference, Chicago, IL (July 2009)
- “How to Move a Library” - PLA National Conference, Minneapolis, MN (March 2008)

Honors and Awards

PLA Leadership Fellow, 2008

Attended week-long executive education program at the University of Michigan’s Ross School of Business: “Positive Leadership: Building Extraordinary Personal Leadership Capabilities” (November 2008)