



Measure #: _____

TOWN COUNCIL MEASURE SUBMITTAL

Date: _____	Submitted By: _____	Telephone #: _____
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MEASURE DESCRIPTION:

Signed: _____

PURPOSE AND JUSTIFICATION:

SPECIAL REQUIREMENTS:

ATTACHMENTS:

REFER TO SUB-COMMITTEE:

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PURPOSE AND JUSTIFICATION CONTINUED:

Debbie Clifton

40 Bank St, Unit 2 ● Attleboro, MA 02703 ● 781-635-7369 ● debclifton5@gmail.com

June 4, 2023

Town of North Attleborough
Human Resources Staff
6 Morse Street
North Attleborough, MA 02760

Dear Human Resources Staff,

With great enthusiasm, I am applying for the Library Director position. I have a Master's degree in Library and Information Science from Drexel University (ALA-accredited), over twenty-four years of combined professional and paraprofessional experience in public, academic, and federal libraries, and experience in all areas of librarianship. I have been a Library Manager/Administrator/Supervisor for over 14 years and have experience managing library technology in several municipal libraries. As an experienced Library Director and Assistant Director, I possess thorough knowledge of library operations and have successfully fulfilled such responsibilities as developing and implementing policies and strategic plans, managing technology and library collections, preparing and managing budgets, promoting the library, hiring and training staff, and building maintenance. I have worked in the SAILS and Old Colony Library Networks, and am current with the SAILS Library Network and Massachusetts Board of Library Commissioners policies and procedures. I have excellent interpersonal skills, excel in working collaboratively, and am experienced in advising and conferring with Town Administration and the Library Board of Trustees. I possess strong organizational, oral, and written communication skills; have experience successfully working with diverse groups of people of all ages; and have a demonstrated commitment to professional growth and development. Finally, I am very familiar with North Attleborough as I live 10 minutes from the library.

You will see in my resume that I moved frequently in the last several years. Some of these moves were to keep my family together (no longer an issue) or for personal reasons (divorce), some were professional (to take on greater roles or earn a better living), and the last one was due to COVID-19. I am finally settled here in Southeastern Massachusetts and would love the opportunity to work in North Attleborough as the Library Director. I am happy to provide more details and answer any questions in an interview.

Thank you for your time and consideration. I look forward to hearing from you.

Sincerely,

Debbie Clifton

Debbie Clifton

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Summary

Highly motivated and conscientious information professional with over twenty-four years combined professional and paraprofessional experience in public, academic, and federal library service. Skilled in cooperative strategic leadership, organizational and fiscal management, technology, reference and research services, programming, collection development, and problem solving.

Professional Highlights

Management/Finance/Budget/Fundraising

- Professional supervisor of 14 years, over 11 years of Library Administration, and proven leader of library staff of up to 30 employees
- Successfully administered budgets, prepared grants and reports to receive additional funding from local, state, and federal government
- Applied, received, and managed grant monies from the Massachusetts Local Cultural Council for Summer Reading programs for three years
- Directed the remodeling of Children's and Young Adults' departments with new furniture, bookshelves, and layout to provide flexible space for programs
- Collaborated with NJ State Library System and MA Library Association to create Supervisor Workshop series
- Assisted with the David McCullough author event/fundraiser
- Managed art exhibition/silent auction event

Library Automation/Technology

- Oversaw installation of server and networking of computers and printers
- Directed the development of new library website
- Worked with IT and JSOU Security to install barcode scanners to streamline circulation and cataloging processes
- Streamlined by digitizing Program Planning Guides and Performer Contracts

Programming/Special Projects

- Led the Institute of Museum and Library Services grant-funded All Aboard Greenbush: One Train One Book program for HPL, incorporating onboard train book discussion, pop-up exhibits, film screening of PBS documentary *The Race Underground*, and Q&A talks with filmmaker Michael Rossi and author Doug Most
- Assisted with set-up, marketing, creation of subject guide and programs for the National Endowment for the Humanities grant-funded traveling Lincoln Exhibit
- Collaborated with local physics instructor to develop year-long STEM programs for school-aged children
- Developed and implemented research workshops for high school students
- Served as Transcription Supervisor and Metadata Specialist for HPL's Library Services and Technology Act preservation grant, transcribing handwritten correspondence from 1877 and assigning descriptive metadata utilizing Dublin Core schema to provide online access of the historical Bayard F. Pope Collection

Experience

Seekonk Public Library, Seekonk, MA

2020 – present

Associate Director

- Directs and supervises the staff and operations in the public service departments to include Customer Services (Circulation), Adult Services and Youth Services
- Responsible for the administrative oversight of the library's collection development, programming, and outreach
- Assists Director with development and management of operating budget of \$1,066,812
- Oversees expenditures of public service departments, including payroll, materials, and programming
- Hires, trains, schedules, and evaluates the performance of librarians and public service staff

- Serves as the library technology coordinator and is responsible for the development of an annual budget for IT expenditures
- Responsible for configuring all library equipment for use on the library's networks, including installation and updates of operating systems and all network and client software for antivirus and malware protection, client and user management, data backup and system restores, and public printer management
- Responsible for developing and implementing maintenance and replacement schedules for library hardware and software
- Coordinates with DPW and outside vendors on building and equipment repairs
- Serves as the library's chief administrator in the absence of the Library Director

United States Special Operations Command Library, Tampa, FL
2019 – 2020

Library Director

- Responsible for managing the US Special Operations Command Library at the Joint Special Operations University (JSOU) to include all daily operations, budget of over \$600,000, personnel, collections, and vendor relations
- Supported development and management of plans and proposals for programs, resources, and services
- Assisted the Department of Strategic Studies with support for Outreach, JSOU Press, and Senior Fellows
- Collaborated with JSOU faculty and staff to provide services and resources to students
- Served as METIS Contracting Team Lead for Department of Strategic Studies, approving timecards, leave, and expense reports
- Oversaw Library marketing, Blackboard access, and outreach
- Provided specialized research and classroom support to JSOU faculty for publication of Quick Looks, Monographs, and Occasional Papers as well as Library instruction
- Held Secret Security Clearance

Seminole County Library System, Casselberry, FL
2017 – 2019

Regional Branch Manager

- Responsible for managing the Central Branch Library to include all daily operations, programming and collections
- Hires, trains and supervises staff of 24; works collaboratively with Technical Services and Public Services
- Responsible for maintenance and security of building and grounds; submits work orders to Facilities
- Collaborates with EOC for shelter operations during hurricanes and other emergencies, FEMA trained
- Coordinates with Casselberry Police Department for weekly law enforcement details at library
- Assists Library Services Manager in the development of policies and procedures for all five branches
- Served as Assistant Branch Manager (June 2017 to Feb 2018) overseeing day-to-day operations of North Branch Library to include managing staff, collections, patrons and building; provided adult and youth services programming
- Promoted to Regional Branch Manager after seven months of hire

Hingham Public Library, Hingham, MA
2015 – 2017

Assistant Library Director

- Recruited by Library Director to be her Assistant Director
- Managed 30 employees and daily operations of the second busiest library in the Old Colony Library Network
- Evaluated and recommended the hiring, firing, training and counseling of all employees
- Assisted Library Director and Business Administrator with budget preparation, report creation, policy and procedural matters
- Ensured maintenance of electronic master personnel schedule as well as monthly and daily personnel scheduling
- Oversaw the planning and coordination of public programming for all ages
- Promoted outreach to community through innovative programs and community service
- Assisted Library Director with writing and initiating grant proposals and seeking funding

2013 – 2014

Transcription Supervisor/Metadata Specialist

- Served HPL for a temporary-grant funded position, transcribing hand-written correspondence from 1877 and other documents in the historical Bayard F. Pope Collection

1999 – 2006

Library Technician

- Served HPL providing excellent customer service and first tier reference in all departments of the library, specialized in Children's and Young Adults
- Reconciled and recorded daily monies received
- Performed variety of circulation duties

Holbrook Public Library, Holbrook, MA

2013 – 2015

Library Director

- Hired in 2013 as Assistant Director/Youth Services Librarian; promoted one year later to Director
- Worked closely with the Board of Trustees to set goals and policies, communicated library needs to Town Boards
- Developed and administered the budget in excess of \$360,000; wrote and administered grants
- Hired and managed all Library staff, directed schedules, and managed weekly payroll
- Responsible for Library operations to include marketing, programming, and building maintenance
- Prepared annual reports and state aid documents for state and federal government
- Remodeled Children's and YA departments with new furniture, bookshelves, and space for programs and play
- As Assistant Director, updated and maintained all computers, Library website and social media
- Assisted Director with hiring and training of staff, weekly payroll, bill vouchers, and managing operations
- As Youth Services Librarian, responsible for Children's and YA departments to include acquisitions, programs and outreach

Norton Public Library, Norton, MA

2012 – 2013

Circulation Librarian

- Responsible for all patron and item records management to include daily financial report
- Provided excellent customer service to patrons of all ages in person, online, and via telephone
- Served as reference librarian in absence of Information Services and Children's Librarian

Adecco/JPMorgan Chase, South Burlington, VT

2011 – 2012

Data Entry Operator

- Supported U.S. Government contract under JPMorgan Chase in fulfillment of U.S. Citizenship and Immigration Services data processing requirements at secure Lockbox facility; provided data review, analysis and entry of critical immigration information via Citrix XenApp software
- Processed all immigration forms utilized by USCIS to include citizenship, naturalization, and visa requests; Selected as second level reviewer for critical data fields as well as ad-hoc application processing. All performance reviews reflected outstanding performance with superior speed and accuracy of data processing.

College of the Florida Keys, Key West, FL

2010 – 2011

Assistant Director/Reference Librarian, Learning Resources Center

- Planned, developed and taught library instruction and information literacy in the form of briefings, workshops, and classroom presentations; collaborating with faculty in the design and delivery of instruction
- Provided comprehensive reference/research services to students, faculty, staff, and members of the community; traveled to college centers in middle and upper keys to provide outreach, instruction and library support to distance faculty and students
- Taught LIS Introduction to Internet Research (teaching effective online and database search techniques) via the Desire2Learn online course management platform
- Provided online reference assistance on the local, academic, and collaborative desks of statewide Ask A Librarian service
- Planned, developed, and maintained library subject course guides using HTML-based NetVibes

- Responsible for library staffing schedules and timesheets
- Managed library operations including collection development and maintenance, cataloging, circulation and system administration, interlibrary loans, art gallery displays and receptions, grant-funded exhibits, customer service, and supervision and training of library specialist and work-study students
- Assisted Library Director as needed, including maximizing effective use of library resources, investigating new library-related services and technologies, creating requisitions, and formulating library-wide policies and procedures
- Participated in professional development by attending webinars and workshops; served on faculty, student government, and distance learning committees
- Responsible for serials acquisitions, serving as liaison with vendor
- Utilized Ex Libris' Aleph ILS for Circulation, Serials/Acquisitions, and Cataloging; and OCLC Connexion for searching and exporting bibliographic records
- Responsible for hardcover and audio book lease orders through McNaughton, receiving, processing, and cataloging items
- Compiled statistics on library functions; assisted with user surveys, collection studies and report analysis

John Curtis Free Library, Hanover, MA

2009 – 2010

Adult and Young Adult Services Librarian (part-time position)

- Served as sole reference librarian for Adults and Young Adults; provided one-on-one instruction through Book a Librarian
- Collaborated with library director and circulation supervisor on setting policies and procedures
- Responsible for adult reference and young adult collections of electronic and print resources, including acquisitions, database subscriptions, and vendor relations
- Performed research for all out-of-network or hard-to-find requests including virtual catalog, interlibrary loan, and point-to-point requests for materials in all formats
- Served as shift supervisor ensuring library operations, public and staff safety, and building security
- Managed content for Web guides, databases, reference/teen websites and social media
- Maintained daily statistics; compiled and provided annual report

Quincy College Anselmo Library, Quincy, MA

2006 – 2008

Library Assistant (part-time position)

- Provided excellent customer service to students, faculty and staff at Quincy College
- Served as first-tier reference, assisting students with research, information literacy, computer help, and locating materials in the library and online in the electronic databases
- Assisted reference librarians as needed, including cataloging assignments, updating holdings in OCLC, maintaining the collection and patron records, processing new materials, compiling statistics on library functions, and supervising work-study students

Education, Certifications, and Memberships

Drexel University, Philadelphia, PA

Master of Science, Library & Information Science, Beta Phi Mu Select

University of Massachusetts, Boston, MA

Bachelor of Arts, English Literature and Language, Summa cum Laude with Distinction

Certified Professional Librarian, Massachusetts Board of Library Commissioners

FEMA Certifications in *Introduction to Incident Command System* and *National Incident Management System (NIMS)*

Current member of the American Library Association, the Massachusetts Library Association, the New England Library Association, and the SAILS Library Network Legislative Committee